

EXCHANGE ACCESS SERVICE**A. General**

This Guidebook applies to local exchange telephone service provided by the Southwestern Bell Telephone, d/b/a AT&T Arkansas in the State of Arkansas and is governed by this Guidebook. Unless otherwise specified, the charges quoted are for periods of one month and are payable monthly in advance.

1. AT&T Arkansas is authorized to operate as a Competitive Local Exchange Carrier (CLEC) in all CenturyTel exchanges formerly served by GTE pursuant to Order No. 1 in Docket No. 96-368-U. Refer to Part 4, Section 2 of this Guidebook for additional information regarding AT&T Arkansas' CLEC operations.

B. Application Of Rates

1. The basic exchange rates that apply for major exchange services are shown following by rate groups. The total number of exchange access arrangements (EAA) included within the exchange determines the rate group and rates for each exchange unless otherwise specified.

Where an exchange or zone has EAS (Extended Area Service) an EAS increment may be applicable for the provision of this service. This increment is in addition to the basic exchange rates applicable to that exchange. EAS increments are non optional and are applicable to all classes of exchange access service in an exchange with the exception of measured service and Lifeline service.

The Company may offer temporary rates and incentives during certain specified periods for the purpose of encouraging residential and business customer interest in and evaluation of a particular service offering as provided for in Part 2, Section 2 of this Guidebook.

2. Basic Exchange Service, as offered in this Guidebook, is comprised of the following:

Exchange Access Line - Serving Central Office line equipment, all outside plant facilities needed to connect the serving central office with the customer premises. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message long distance service and for local calling appropriate to the use offering selected by the customer.

Touch-Tone Calling Service - Provides the capability for the origination of calls by means of instrumentalities equipped for tone-type address signaling. Touch-Tone Calling Service is available throughout the Company serving area.

3. Rates for exchange services shown in the rate schedule are applicable within the base rate area which is the area shown on the related base rate area map for the exchange or zone.
4. Extended Due Date Policy: Please refer to Part 2, Section 2 of this Guidebook for possible applications.
5. Extended Absence Payment Plan: Please refer to Part 2, Section 2 of this Guidebook.
6. Charges Related To Customer Activity: Please refer to Part 2, Section 2 of this Guidebook.
7. Exemptions: Please refer to Part 2, Section 2 of this Guidebook for Rules Exemptions.

EXCHANGE ACCESS SERVICES (Cont'd)**C. Local Exchanges**1. Local Exchanges - Rate Group I EAA's = 1 - 3,000 - Residence^{/2,3/} and Business^{/2/}

Altheimer ^{/1/}	Grady ^{/1/}	Newark ^{/1/}
Arkansas City	Gravette	Norphlet ^{/1/}
Bauxite ^{/1/}	Greers Ferry ^{/1/}	Oil Trough ^{/1/}
Black Rock	Grubbs	Parkin
Blackfish Lake ^{/1/}	Gurdon	Paron
Bodcaw	Harrisburg	Portland
Brinkley	Hickory Ridge ^{/1/}	Smackover
Calion ^{/1/}	Hindsville	Stamps
Cash ^{/1/}	Hughes	Stephens
Cave City	Huttig	Strong
Center Ridge ^{/1/}	Jessieville	Tupelo ^{/1/}
Cherry Valley ^{/1/}	Joiner	Turrell
Chidester	Jones Mill ^{/1/}	Urbana
Cleveland ^{/1/}	Lonsdale ^{/1/}	Village ^{/1/}
Concord ^{/1/}	Luxora ^{/1/}	Watson
Crawfordsville ^{/1/}	Macedonia ^{/1/}	Wilmar ^{/1/}
Crystal Springs ^{/1/}	McGehee	Wilson
Dell ^{/1/}	McNeil ^{/1/}	
Dermott	Moro ^{/1/}	
Earle	Mt. Holly	
Eudora	Natural Dam ^{/1/}	

/1/ These exchanges include Special Local Exchange Rate increments for the provision of non-optional Extended Area Service (EAS), which will be added to the Local Exchange Rate when applicable.

/2/ The priority provisioning and restoration of services offered under this Guidebook relative to the National Security Emergency Preparedness (NSEP) Telecommunications Service Priority (TSP) System shall be pursuant to the regulations and rates as set forth in Part 8, Section 5 of this Guidebook.

/3/ Residence customers may qualify for a discount with the purchase of THE WORKSSM on an additional line. Refer to Part 20, Section 7 of this Guidebook.

EXCHANGE ACCESS SERVICE (cont'd)**C. Local Exchanges (cont'd)**

2. Local Exchanges - Rate Group II EAA's = 3,001 – 18,000 - Residence^{/2,3/} and Business^{/2/}

Arkadelphia	Hope	Lake Village
Ashdown	Magnolia ^{/1/}	Lonoke
Batesville	Malvern ^{/1/}	Marion ^{/1/}
Beebe	Marianna ^{/1/}	Searcy ^{/1/}
Blytheville ^{/1/}	Mena	Van Buren ^{/1/}
Camden	Monticello ^{/1/}	Walnut Ridge
Eureka Springs	Morrilton ^{/1/}	Warren
Forrest City	Nashville	West Memphis ^{/1/}
Hamburg	Newport ^{/1/}	Wynne ^{/1/}
Heber Springs ^{/1/}	Osceola ^{/1/}	
Helena	Paragould	

/1/ These exchanges include Special Local Exchange Rate increments for the provision of non-optional Extended Area Service (EAS), which will be added to the Local Exchange Rate when applicable.

/2/ The priority provisioning and restoration of services offered under this Guidebook relative to the National Security Emergency Preparedness (NSEP) Telecommunications Service Priority (TSP) System shall be pursuant to the regulations and rates as set forth in Part 8, Section 5 of this Guidebook.

/3/ Residence customers may qualify for a discount with the purchase of THE WORKSSM on an additional line. Refer to Part 20, Section 7 of this Guidebook.

EXCHANGE ACCESS SERVICE (cont'd)

C. Local Exchanges (cont'd)

3. Local Exchanges - Rate Group III EAA's = 18,001 – 72,000 - Residence^{/2,3/} and Business^{/2/}

Benton^{/1/}
Bentonville/Bella Vista^{/1/}
Conway
El Dorado^{/1/}
Fayetteville^{/1/}
Fort Smith^{/1/}
Hot Springs^{/1/}
Jonesboro^{/1/}
Pine Bluff^{/1/}
Rogers^{/1/}
 North Lowell^{/1/}
Springdale^{/1/}
 South Lowell^{/1/}

/1/ These exchanges include Special Local Exchange Rate increments for the provision of non-optional Extended Area Service (EAS), which will be added to the Local Exchange Rate when applicable.

/2/ The priority provisioning and restoration of services offered under this Guidebook relative to the National Security Emergency Preparedness (NSEP) Telecommunications Service Priority (TSP) System shall be pursuant to the regulations and rates as set forth in Part 8, Section 5 of this Guidebook.

/3/ Residence customers may qualify for a discount with the purchase of THE WORKSSM on an additional line. Refer to Part 20, Section 7 of this Guidebook.

EXCHANGE ACCESS SERVICE (cont'd)

C. Local Exchanges (cont'd)

4. Local Exchanges - Rate Group IV EAA's = 72,000 and Over - Residence^{/1,2/} and Business^{/1/}

Little Rock

Little Rock Metropolitan Exchange Consists of 9 Zones

Little Rock Principal Zone (EAS to Jacksonville)

Sylvan Hills-Sherwood (EAS to Jacksonville)

Scott Zone (EAS to Jacksonville)

Bryant-Collegeville Zone

Ferndale Zone

Palarm Zone

Pinnacle Zone

Spring Lake Zone

Wrightsville Zone

/1/ The priority provisioning and restoration of services offered under this Guidebook relative to the National Security Emergency Preparedness (NSEP) Telecommunications Service Priority (TSP) System shall be pursuant to the regulations and rates as set forth in Part 8, Section 5 of this Guidebook.

/2/ Residence customers may qualify for a discount with the purchase of THE WORKSSM on an additional line. Refer to Part 20, Section 7 of this Guidebook.