

**RESIDENTIAL SERVICE GUIDE FOR
INTEREXCHANGE, INTERSTATE AND INTERNATIONAL SERVICES**

SECTION 3 - GENERAL INFORMATION

3.1 Domestic Service Descriptions

3.1.1 Service Descriptions

- (A) The Company offers outbound direct dial (1+), inbound toll-free (e.g., 800 or 888) number and operator assisted (0+/-) long distance services to its Customers. The Company's long distance service charges may vary based upon service type, call duration, time of day rate period, day of week, mileage, call type and/or calling plan. Other services offered by the Company include, but are not limited to, directory assistance. All Company services are available 24 hours a day, seven days a week. (C)
- (B) Outbound direct dial services are available from originating locations within the Mainland United States and Hawaii. Calls may be placed to locations within the United States.
- (C) Inbound toll-free service is available to Customers served from locations within the Mainland United States. Toll-free calls may be originated from locations within the United States.
- (D) Access to the Company's Services may be via Switched or Special Access. Outbound direct dial services are offered as Primary Carrier Service from locations served with equal access end offices. (C)
- (E) Special Access Lines, if utilized, are provided and billed to the Customer by the Company or by another special access provider. Charges for Special Access Lines are determined by the special access provider. (C)

3.1.2 Timing of Calls

Billing for calls placed over the Company's network is based in part on the duration of the call as follows, unless otherwise specified in this pricing and service guide:

- (A) Timing of each call begins when the called station is answered (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. For Collect Calls, charges apply only if the called party accepts the responsibility for payment. For Person to Person Calls, charges apply only if the calling party is connected with the designated called party or an agreed upon substitute.
- (B) Chargeable time for calls ends when one of the parties disconnects from the call.
- (C) The initial and additional timing periods for billing purposes vary by product and are specified in Section 4 of this pricing and service guide.

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SECTION 3 - GENERAL INFORMATION

3.1 Domestic Service Descriptions (continued)

3.1.6 Operator Services

Operator Services are available on a presubscribed basis to Residential Customers. Operator Services allow the Customer to place a call and arrange for billing to the presubscribed Residential Access Line or to an alternate billing arrangement including a commercial credit card, collect to the called party¹ or to a third party¹. Calls are rounded up to the next whole minute for billing purposes. (C)

Services provided to transient end users from Pay Telephones, Hotels, Motels or other Aggregator location are provided for under the Company's FCC OSP Informational Tariff on file with the FCC.

(A) The following billing arrangements are available to Customers through the Company's Operator Services:

(1) Operator Station (Operator Assisted 0+-)

This is a Service whereby the Customer places a non-person-to-person call by dialing 0 + area code + station number and chooses to wait for the assistance of an operator (live or automated). When placing an operator station call, the caller is connected to a non-specified individual at the terminating end. Such calls may be billed to a credit card, the called number (collect)¹ or a valid third party telephone number¹. (C)

(2) Person-to-Person¹ (C)

This is a Service whereby the Customer originating the call specifies to an operator a particular person to be reached, or a particular person, station, room number, department, or office to be reached through a PBX attendant. Person-to-person calls may be billed to a credit card, the called number (collect) (C) or a valid third party telephone number.

(3) Operator Dialed (0--)¹ (C)

This is a Service whereby the Customer dials 00- from an Access Line presubscribed to the Company, or is transferred to a Company operator from the local exchange carrier after dialing 0-, and then asks the operator to dial the destination number. Such calls may be billed to a credit card, the called number (collect) or a valid third party telephone number.

¹Effective March 18, 2016, this billing option and/or call type will be discontinued and withdrawn from operation. (N)

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SECTION 4 – INTERSTATE SERVICE DESCRIPTIONS, RATES AND CHARGES

4.2 Residential Operator Services

- (A) Residential Operator Services are provided to Customers with presubscribed Residential Access Lines. Residential Operator Services allows the caller to place a call and arrange for billing to the presubscribed Residential Access Line or to an alternate billing arrangement. All calls are billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute. Holiday discounts, as defined in the tariff, apply.
- (B) Usage charges and an appropriate service charge will be assessed on a per call basis. For calls made using a commercial credit card, acceptance of the card will be dependent upon the Company's ability to verify the card as valid. Only those cards accepted by the Company may be used for Operator Services. The Company reserves the right to verify acceptance of charges prior to billing to a third party telephone number.
- (C) Service is provided at the following rates:
- Initial Billing Increment: One Minute
 - Additional Billing Increment: One Minute
 - Recurring Charges: \$0.00
 - Non-Recurring Charges: \$0.00
 - Minimum Monthly Commitment: None
 - Term Plan Available: No
 - Standard Per Minute Usage Charges: All types of calls

For calls billed Operator Station (including Collect², Third Party² and Person-to-Person²):

Per Minute Rate
\$1.15

- (D) Per call service charges:

One of the following per call service charges applies to each live or automated operator assisted call placed using the Company's services. Per call charges vary by type of call and type of billing method selected by the Customer. The Fully Automated Per Call Service Charge applies if a call; (a) is placed by a party identified as disabled and as a result of that disability cannot complete the call and the caller requests operator assistance for call completion; (b) it cannot be completed by the caller due to equipment failure or trouble on the long distance network and the caller requests operator assistance for call completion.

	Comm. Credit Card ¹	Billed Collect ²	Billed to Third Party ^{1,2}	Billed To Line ¹
Station to Station				
Fully Automated	\$4.50	\$5.99	\$6.99	\$4.50
Operator Assisted	\$4.99	\$5.99	\$6.99	\$12.50
Operator Dialed	\$4.99	\$5.99	\$6.99	\$12.50
Person to Person ²				
Operator Assisted	\$12.50	\$12.50	\$12.50	\$12.50
Operator Dialed	\$12.50	\$12.50	\$12.50	\$12.50

¹Where this billing option is available. Billed to Line may also be billed as Sent Paid service.

²Effective March 18, 2016, this billing option and/or call type will be discontinued and withdrawn from operation.

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SECTION 4 – INTERSTATE SERVICE DESCRIPTIONS, RATES AND CHARGES

4.8 Special Offers

4.8.1 Reserved for Future Use

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**RESIDENTIAL SERVICE GUIDE FOR
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SECTION 5 – INTERNATIONAL SERVICE DESCRIPTIONS, RATES, AND CHARGES

5.7 BellSouth® Residential International Operator Services (continued)

5.7.5 International Per Call Surcharges

	Other International Locations	Canada	Mexico	Cuba
Billing Option - Commercial Credit Card¹				
Fully Automated Station-to-Station	N/A	N/A	N/A	N/A
Operator Assisted Station-to-Station	N/A	N/A	N/A	N/A
Operator Dialed Station-to-Station	N/A	N/A	N/A	N/A
Person/Person ²	N/A	N/A	N/A	N/A
Billing Option – Collect²				
Fully Automated Station-to-Station	N/A	\$6.50	N/A	N/A
Operator Assisted (where available)	N/A	\$7.50	N/A	N/A
Operator Dialed (where available)	N/A	\$7.50	N/A	N/A
Person/Person ²	N/A	\$9.99	N/A	N/A
Billing Option - Bill to Third Party^{**2} or Sent Paid				
Fully Automated Station-to-Station	\$9.00	\$9.00	\$9.00	\$9.00
Operator Assisted (where available)	\$9.00	\$9.00	\$9.00	\$9.00
Operator Dialed (where available)	\$9.00	\$9.00	\$9.00	\$9.00
Person/Person (where available) ²	\$9.99	\$9.99	\$9.99	\$9.99
General Assistance Charges				
Busy Line Verification ²	\$9.45	\$9.45	\$9.45	\$9.45
Emergency Interrupts ²	\$9.45	\$9.45	\$9.45	\$9.45

^{**}International calls that are billed to a United States third party only. Calls cannot be billed to a third party located outside the United States.

5.7.6 International Mobile Termination Charge

See Section 5.8 of this pricing and service guide for the applicable International Mobile Termination Charge.

¹Where this billing option is available.

²Effective March 18, 2016, this billing option and/or call type will be discontinued and withdrawn from operation.

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SECTION 6 - SUPPLEMENTAL SERVICES

6.1 Directory Assistance Services

6.1.1 Interstate Directory Assistance

(A) Directory Assistance

Directory Assistance is available to Customers of the Company for locations within the United States where such information is available to the Company. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two (2) requests may be made on each call to Directory Assistance. In order to obtain two (2) requests, the Customer must make the request upon reaching a live operator. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number. When more than one Directory Assistance Bureau handles requests for listings within the same area code, two listing will be provided only when the listing information is accessible to the Directory Assistance Operator that handles the request.

Per Interstate Call to Directory Assistance: \$2.49

(B) Directory Assistance Call Completion

The Company Directory Assistance operator will complete the call to the number requested by the Customer without requiring the Customer to redial the number. A Directory Assistance Call Completion charge applies for this service. This charge is in addition to the charge for determining the telephone number requested by the Customer and in addition to any usage and per call charges associated with placing the call.

Directory Assistance Call Completion is available for use with Station-to-Station calls billed to a Third Party¹. Directory Assistance Call Completion may not be used in conjunction with Collect or Person to Person calls.

(C)

Per Directory Assistance Call Completion: \$0.50

6.1.2 Reserved for Future Use

¹Effective March 18, 2016, this billing option and/or call type will be discontinued and withdrawn from operation.

(N)

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SECTION 6 - SUPPLEMENTAL SERVICES

6.1 Directory Assistance Services (continued)

6.1.2 Reserved for Future Use (continued)

6.1.3 International Directory Assistance¹ (C)

International Directory Assistance is available to certain international locations based upon the availability of directory assistance information.

Directory Assistance is available to Customers of the Company for use in obtaining numbers for international locations where such information is available to the Company. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made, to the same operator, on each call to Directory Assistance. In order to obtain two (2) requests, the Customers must make the request upon reaching a live operator. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number. When more than one Directory Assistance Bureau handles requests for listings within the same area code, two listing will be provided only when the listing information is accessible to the Directory Assistance Operator that handles the request.

Per International Call to Directory Assistance:

Canadian Directory Assistance	\$3.80
All other international locations	\$6.95

¹Effective March 18, 2016, this service will be discontinued and withdrawn from operation.

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SECTION 6 - SUPPLEMENTAL SERVICES

6.1 Directory Assistance Services (continued)

6.1.4 International Directory Assistance Call Completion¹ (C)

The Company Directory Assistance operator will complete the call to the number requested by the Customer without requiring the Customer to redial the number. A Directory Assistance Call Completion charge applies for this service. This charge is in addition to the charge for determining the telephone number requested by the Customer and in addition to any usage and per call charges associated with placing the call.

Directory Assistance Call Completion is available for use with Station-to-Station calls billed to a Third Party. Directory Assistance Call Completion may not be used in conjunction with Collect or Person to Person calls. (C)

Per International Call to Directory Assistance Call Completion:

United States Directory Assistance \$0.85

¹Effective March 18, 2016, this service will be discontinued and withdrawn from operation.

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SECTION 9 - OBSOLETE SERVICES

9.3 Type 2 - Obsolete Services (continued)

9.3.17 Reserved for Future Use (continued)

9.3.18 Reserved for Future Use

9.3.19 Reserved for Future Use

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**RESIDENTIAL SERVICE GUIDE FOR
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SECTION 9 - OBSOLETE SERVICES

9.3 Type 2 - Obsolete Services (continued)

9.3.19 Reserved for Future Use (continued)

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9.3.20 Reserved for Future Use

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**RESIDENTIAL SERVICE GUIDE FOR
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SECTION 9 - OBSOLETE SERVICES

9.3 Type 2 - Obsolete Services (continued)

9.3.46 BellSouth® Nickel Value Plan¹ (formerly known as BellSouth® Real Talk® Value Plan) (C)

- (A) The BellSouth® Nickel Value plan is a direct dialed outbound long distance service offered to residential Customers from switched access lines. Service is offered on a flat rate basis, twenty-four hours per day, seven days per week. Customers must dial 1 plus the area code, if applicable, and the terminating number to complete a call utilizing this service.
- (B) Customers must subscribe to and maintain an access line* and a Vertical Features Package* as defined and offered by the Affiliated ILEC of the Company. This plan is no longer available to Customers who subscribe to Two-Party Service* offered by the Affiliated ILEC of the Company. This plan may also require subscription to at least one (1) or more products or services offered by a Company Affiliate as defined and offered by that Company Affiliate in conjunction with a subscription to this plan. Customers required to subscribe to one (1) or more products offered by a Company Affiliate must continue to subscribe to those products to be eligible for this plan.
- (C) All calls are billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute. This service is only offered in conjunction with the corresponding intrastate BellSouth® Nickel Value plan. This service is not offered on an intraLATA only basis.
- (D) The MRC is \$7.95, and the per-minute usage rate is \$0.0500. This MRC is the same as the MRC identified in the Company's state specific service guides. Only one monthly service charge will apply when both interstate and intrastate service is provided to the Customer.

*This service not offered under this Service Guide.

¹This service was obsolete October 4, 2006.