

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

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**SECTION 1 – TERMS AND ABBREVIATIONS**

**Access Line** - A facility arrangement which connects the Customer's or Authorized User's location to the Company's network switching center.

**Additional Period** - The rate element used to bill chargeable time when a call continues beyond the Initial Period. The Additional Period starts when the Initial Period ends. Additional Period rates apply to any fraction of the time period for chargeable time beyond the Initial Period. Additional Periods vary by rate schedule and are specified in each individual rate table contained in later sections of this Business Service Guide.

**Affiliate ILEC**: An incumbent local exchange company (ILEC) with which the Company has any of the following relationships: (1) owns or controls it; (2) is owned or controlled by it; or (3) is under common ownership with it.

**Aggregation**: The combining of Customer's total usage across multiple BTNs into a group for the purpose of determining a common usage rate for call(s) associated with individual BTNs.

**ANI** - A calling telephone number identification which is forwarded to a interexchange carrier by a LEC as a call is placed.

**Authorization Code** - A numerical code, one or more of which are available to Customers to enable them to access the Company's network, and which are used by the Company both to prevent unauthorized access to its facilities and to identify Customers for billing purposes.

**Authorized User** - A natural person or legal entity which is authorized by the Customer to use the Company's Service under the terms and regulations of this pricing and service guide.

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**BellSouth** - BellSouth Corporation and its affiliates.

**Business Customer** - For the purposes of this pricing and service guide, a Business Customer is a Customer of the Company whose primary use of the Company's Service is for business purposes. A Business Customer is also a Customer who accesses the Company's Service using a presubscribed Access Line that has been assigned a business class of service by the local service provider.

**BTN**: Billed Telephone Number. May consist of one or more WTNs.

**Carrier** - BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service

**Casual Calling** - Access to the Company's network and the subsequent use of Service by an End User Customer who does not have a current account with the Company.

**CIC** - An interexchange carrier identification code.

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**Commercial Credit Card** - A billing arrangement whereby the originating caller may bill the charges for a call or service to an approved commercial credit card. The terms and conditions of the company issuing the credit card apply to payment arrangements.

**Commission** - The Federal Communications Commission.

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Company - BellSouth Long Distance, Inc. d/b/a AT&T Long Distance Service

Confinement Institution - Used throughout this pricing and service guide to refer to prisons, jails, penal facilities or other institutions used for penalty purposes which contract with BellSouth Long Distance, Inc. for the provision of service for use by their Inmate population.

Customer - A person, firm, partnership, corporation or other entity which arranges for the Company to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Carrier's telecommunications services; and is responsible for payment of charges, all under the provisions and terms of this pricing and service guide. Customer also includes any natural person or legal entity 1) which resells the services of the Company to End Users; or 2) places Casual Calls using the Company's service. (C)  
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Dedicated Access - See Special Access

End User - Any person, firm, corporation, partnership or other entity which uses the services of the Company under the provisions and regulations of this tariff. The End User does not have an account, service agreement or other relationship with the Company. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another Customer.

Equal Access - A form of dialed access provided by local exchange companies whereby telephone calls dialed by the Customer are automatically routed to the Company's network. Customers may also route calls to the Company's network by dialing an access code provided by the Company.

Initial Period - The initial period is the length of a call for minimum billing purposes. The initial periods vary by rate schedule and are specified in each individual rate table contained in other sections of this pricing and service guide.

Inmates - The confined population of Confinement Institutions.

LATA - A geographic area existing on February 8, 1996, as previously established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192, or established by a Bell operating company after February 8, 1996, and approved by the FCC.

LEC - Local Exchange Carrier.

IXC - Interexchange Carrier.

Mainland United States - The forty-eight (48) states within the continental United States of America and the District of Columbia.

MOU – Minutes of Use

MMC – Minimum Monthly Commitment

MRC – Monthly Recurring Charge

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**SECTION 1 – TERMS AND ABBREVIATIONS**

Pay Telephone - Telephone instruments provided by the Company, Customer, Confinement Institution or other third party for use by the transient general public or Inmates. Pay Telephones permit the user to place calls to other parties and bill such calls on a non sent-paid or sent paid-basis. To facilitate sent-paid calling, Pay Telephones can be equipped with a credit card reader, coin box, or similar device that allows charges to be collected for each call at the instrument.

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PIC - Primary interexchange carrier.

PIC Authorization - A Customer's or End User's selection of a PIC that meets the requirements of federal and state law.

Primary Carrier - The IXC designated by Customer or End User as its first routing choice and primary overflow carrier.

Primary Carrier Service - Outbound long distance service provided to a customer when the Company is selected as the Customer's Primary Carrier.

Premises - A building or buildings on contiguous property.

Private Line - A dedicated path between two locations.

Rate Periods - A collective reference to the Day Rate Period, Evening Rate Period, Night/Weekend Rate Period, Peak Rate Period, Off-Peak Rate Period, Standard Rate Period, Discount Rate Period, and Economy Rate Period.

Residential Customer - For the purposes of this pricing and service guide, a Residential Customer is a Customer of the Company whose primary use of the Company's Service is for personal use in a house, apartment or other residential dwelling unit. A Residential Customer is also a Customer who accesses the Company's Service using a presubscribed Access Line that has been assigned a residential class of service by the local service provider.

Service – Any or all services by the Company provided pursuant to this Business Service Guide.

Special Access - Where originating or terminating access between the Customer and the Company is provided on dedicated circuits. A method of reaching the Company's Services whereby the Customer is connected directly to the Company's access point without utilizing the services of the local switched network.

Station-to-Station - A service whereby the person originating the call uses the assistance of a live or mechanized operator to place a call to a particular destination number.

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**SECTION 1 – TERMS AND ABBREVIATIONS**

Switched Access - Where access between the Customer and the Company is provided on local exchange company Feature Group circuits and the connection to the Customer is a LEC-provided business or residential access line. The cost of switched Feature Group access is billed to the Company.

TFS – AT&T Long Distance Toll Free<sup>SM</sup> Service

Telecommunications Device for the Deaf (TDD) - machine that uses the transmission of coded signals instead of verbal communications to enable hearing impaired users to communicate with each other and with non-hearing impaired individuals.

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United States - For purposes of this pricing and service guide the term "United States" includes the Mainland United States, Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Guam, American Samoa and the Commonwealth of the Northern Mariana Islands (CNMI).

WTN: Working Telephone Number

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**SECTION 3 – GENERAL INFORMATION**

**3.1 Interstate 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 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 and Private Line services. 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) Reserved for Future Use
- (E) 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.
- (F) 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.

**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. (C)  
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- (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.
- (D) The Company will not knowingly bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, the Company will reasonably issue credit for the call.

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**SECTION 3 – GENERAL INFORMATION**

3.1 Interstate Service Descriptions (continued)

3.1.5 Inbound Long Distance Services (continued)

- (D) Call Percentage Allocation – Allows the Customer to route calls placed on a toll free number to multiple termination numbers based on whole percentages that add up to 100 percent.
- (E) Call Routing - Allows the Customer to route incoming calls to different locations based on geographic location of origination, time-of-day, day-of-week, day or year or percentage allocation.
- (F) National Toll Free Directory Assistance Listing Service - Beginning September 1, 2003, this service will allow up to one (1) listing per each toll free number in the National Toll Free Directory Assistance Listing Service, except that Customer who previously have been allowed up to three (3) listings per each toll free number in the National Toll Free Directory Assistance Listing Service will be permitted to retain these listings in accordance with other terms and conditions contained in 4.13 of this pricing and service guide.

Rates, billing increments, discounts and qualifications, if applicable, vary by service plan and are provided in later sections of this pricing and service guide.

3.1.6 Operator Services

Operator Services are available on a presubscribed basis to Business Customers. Operator Services allow the Customer to place a call and arrange for billing to the presubscribed Business Access Line or to a commercial credit card. Calls are rounded up to the next whole minute for billing purposes. (C)  
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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.

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**SECTION 3 – GENERAL INFORMATION**

3.1 Interstate Service Descriptions (continued)

3.1.6 Operator Services (continued)

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**SECTION 4 – INTERSTATE SERVICE DESCRIPTIONS, RATES AND CHARGES**

**4.2 Business Operator Services**

4.2.1 Business Operator Services are provided to Customers with presubscribed Business Access Lines. Business Operator Services allows the caller to place a call and arrange for billing to the presubscribed Business 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.

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.

Service is provided at the following rates:

(A)	Initial Billing Increment:	One Minute
(B)	Additional Billing Increment:	One Minute
(C)	Recurring Charges:	\$0.00
(D)	Non-Recurring Charges:	\$0.00
(E)	Minimum Monthly Commitment:	None
(F)	Term Plan Available:	No
(G)	Standard Per Minute Usage Charges:	All types of calls

For calls billed Operator Station:

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Per Minute Rate
\$1.15

**4.2.2 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 <sup>1</sup>	Billed to Line <sup>1</sup>
Station to Station		
Fully Automated	\$4.50	\$4.50
Operator Assisted	\$4.99	\$12.50
Operator Dialed	\$4.99	\$12.50

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

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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 Commercial Credit Card.

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Per Directory Assistance Call Completion: \$0.50

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**SECTION 6 – SUPPLEMENTAL SERVICES**

6.1 Directory Assistance Services (continued)

6.1.3 Reserved for Future Use

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