

TARIFF DISTRIBUTION

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DATE: April 16, 2015

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TYPE OF DISTRIBUTION: Approved

PURPOSE: Service Installation Guarantee (SIG)

<u>TARIFF SECTION</u>	<u>PAGE NUMBER</u>	<u>PAGE REVISION</u>
1000	1	0082
1000	2	0020
1000	3	0041
1000	7	0018
1002	2-58	0001
1002	2-156	0002
1002	2-157	0003
1002	2-158	0001
1005	5-12	0002
1007	7-115	0003

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Issuing Officer: Patrick Doherty, Director - Access Regulatory

ACCESS SERVICE
 CHECK SHEET

The Title Page and Pages 1 to 29-48 inclusive of this tariff are effective as of the date shown. Original and revised pages as named below and Supplement Nos. 1 and 2 contain all changes from the original tariff that are in effect on the date hereof.

<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>
Title	Original	44	1st	88	1st
1	82nd*	45	1st	89	1st
2	20th*	46	1st	90	1st
3	41st*	47	1st	91	1st
4	6th	48	1st	92	1st
5	10th	49	1st	93	2nd
6	19th	50	2nd	94	1st
7	18th*	51	1st	95	1st
8	20th	52	1st	96	1st
9	1st	53	1st	97	1st
10	9th	54	1st	98	1st
11	9th	55	Original	99	1st
12	10th	56	13th	100	1st
13	14th	57	Original	101	2nd
14	6th	58	2nd	102	2nd
15	14th	59	2nd	103	2nd
16	10th	60	1st	104	1st
17	3rd	61	1st	105	Original
18	6th	62	1st	106	2nd
19	1st	63	1st	107	1st
20	Original	64	1st	108	1st
21	Original	65	1st	109	Original
22	8th	66	1st	110	1st
23	6th	67	1st	111	Original
24	1st	68	1st	112	Original
25	2nd	69	1st	113	Original
26	1st	70	1st	114	Original
27	1st	71	1st	115	Original
28	1st	72	1st	116	Original
29	1st	73	1st	117	1st
30	1st	74	1st	118	Original
31	Original	75	2nd	119	Original
32	2nd	76	2nd	120	Original
33	1st	77	1st	121	Original
34	4th	78	1st	122	Original
35	1st	79	1st	123	Original
36	1st	80	2nd	124	Original
37	1st	81	1st	125	Original
38	4th	82	1st	126	Original
39	2nd	83	1st	127	Original
40	3rd	84	2nd	128	Original
41	3rd	85	1st	129	Original
42	1st	86	2nd	130	Original
43	1st	87	1st	131	Original

(This page filed under Transmittal No. 0098)

* New or Revised Page

ISSUED: MARCH 20, 2015

EFFECTIVE: APRIL 4, 2015

ACCESS SERVICE
 CHECK SHEET

<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>
132	Original	2-31	1st	2-78	2nd
133	Original	2-32	1st	2-79	Original
134	Original	2-33	Original	2-80	Original
135	Original	2-34	1st	2-81	Original
136	Original	2-35	1st	2-82	6th
137	Original	2-36	Original	2-83	Original
138	Original	2-37	Original	2-84	Original
139	Original	2-38	Original	2-85	2nd
140	Original	2-39	Original	2-86	Original
141	Original	2-40	2nd	2-87	Original
142	Original	2-41	1st	2-88	Original
143	Original	2-42	Original	2-89	2nd
144	Original	2-43	Original	2-90	Original
145	Original	2-44	Original	2-91	2nd
146	Original	2-45	Original	2-92	Original
147	Original	2-46	Original	2-93	1st
1-1	1st	2-47	1st	2-94	1st
2-1	Original	2-48	Original	2-95	1st
2-2	Original	2-49	3rd	2-96	1st
2-3	Original	2-50	1st	2-97	Original
2-4	Original	2-51	Original	2-98	Original
2-5	Original	2-52	1st	2-99	3rd
2-6	Original	2-53	Original	2-100	Original
2-7	Original	2-54	Original	2-101	Original
2-8	Original	2-55	Original	2-102	Original
2-9	Original	2-56	2nd	2-103	Original
2-10	Original	2-57	Original	2-104	2nd
2-11	Original	2-58	1st*	2-105	4th
2-12	Original	2-59	1st	2-106	Original
2-13	Original	2-60	1st	2-107	Original
2-14	Original	2-61	1st	2-108	Original
2-15	Original	2-62	Original	2-109	Original
2-16	1st	2-62.1	Original	2-110	Original
2-17	Original	2-63	1st	2-111	Original
2-18	1st	2-64	Original	2-112	Original
2-19	Original	2-65	Original	2-113	2nd
2-20	1st	2-66	Original	2-114	1st
2-21	Original	2-67	Original	2-115	3rd
2-22	Original	2-68	1st	2-116	1st
2-23	Original	2-69	Original	2-117	2nd
2-24	Original	2-70	1st	2-118	1st
2-25	Original	2-71	Original	2-119	1st
2-26	Original	2-72	Original	2-120	Original
2-27	Original	2-73	Original	2-121	3rd
2-28	Original	2-74	Original	2-122	5th
2-29	1st	2-75	Original	2-123	Original
2-30	1st	2-76	Original	2-124	Original
		2-77	Original		

ISSUED: MARCH 20, 2015

EFFECTIVE: APRIL 4, 2015

ACCESS SERVICE

CHECK SHEET

<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>
2-126	Original	2-176	Original	5-2	Original
2-127	Original	2-177	1st	5-3	Original
2-128	Original	2-178	Original	5-4	3rd
2-129	Original	2-179	Original	5-5	Original
2-130	Original	2-180	Original	5-6	Original
2-131	Original	2-181	1st	5-7	Original
2-132	1st	2-182	Original	5-8	Original
2-133	Original	2-183	Original	5-9	Original
2-134	Original	2-184	Original	5-10	Original
2-135	1st	2-185	Original	5-11	3rd
2-136	1st	2-186	Original	5-12	2nd*
2-137	1st	2-187	Original	5-13	Original
2-138	1st	2-188	Original	5-14	Original
2-139	3rd	2-189	Original	5-15	Original
2-140	3rd	2-190	Original	5-16	2nd
2-141	1st	2-191	Original	5-17	1st
2-142	1st	2-192	Original	5-18	Original
2-143	1st	2-193	Original	5-19	1st
2-144	1st	3-1	2nd	5-20	1st
2-145	1st	3-2	1st	5-21	Original
2-146	1st	3-3	2nd	5-22	Original
2-147	1st	3-4	Original	5-23	1st
2-148	1st	3-5	1st	5-24	3rd
2-149	1st	3-6	1st	5-25	Original
2-150	1st	3-7	Original	5-26	3rd
2-151	1st	3-8	2nd	5-27	Original
2-152	2nd	3-9	2nd	5-28	1st
2-153	3rd	3-10	Original	5-28.1	Original
2-154	1st	3-11	1st	5-29	2nd
2-155	1st	3-12	2nd	5-30	Original
2-156	2nd*	3-13	1st	5-31	1st
2-157	3rd*	3-14	1st	5-32	1st
2-158	1st*	4-1	1st	5-33	Original
2-159	Original	4-2	Original	5-34	1st
2-160	Original	4-3	1st	5-34.1	Original
2-161	Original	4-4	Original	5-35	Original
2-162	1st	4-5	1st	5-36	Original
2-163	Original	4-6	17th	5-37	Original
2-164	Original	4-6.1	2nd	5-38	1st
2-165	Original	4-7	5th	5-39	Original
2-166	Original	4-8	5th	5-40	1st
2-167	Original	4-8.1	3rd	5-41	Original
2-168	Original	4-8.2	3rd	5-42	Original
2-169	Original	4-8.3	3rd	5-43	1st
2-170	Original	4-9	18th	5-44	Original
2-171	Original	4-10	3rd	5-45	Original
2-172	Original	4-11	3rd	5-46	1st
2-173	Original	4-12	3rd	6-1	1st
2-174	Original	4-13	3rd	6-2	Original
2-175	1st	5-1	Original	6-3	1st
				6-4	Original

(This page filed under Transmittal No. 0098)

* New or Revised Page

ISSUED: MARCH 20, 2015

EFFECTIVE: APRIL 4, 2015

ACCESS SERVICE
 CHECK SHEET

<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>
7-56	1st	7-105	Original	7-154	Original
7-57	1st	7-106	Original	7-155	Original
7-58	1st	7-107	Original	7-156	Original
7-59	1st	7-108	Original	7-157	Original
7-60	1st	7-109	4th	7-158	Original
7-61	1st	7-110	1st	7-159	Original
7-62	Original	7-111	Original	7-160	Original
7-63	Original	7-112	Original	7-161	Original
7-64	1st	7-113	5th	7-162	Original
7-65	2nd	7-114	2nd	7-163	Original
7-66	2nd	7-115	3rd*	7-164	Original
7-67	Original	7-116	Original	7-165	Original
7-68	Original	7-117	2nd	7-166	Original
7-69	Original	7-118	Original	7-167	Original
7-70	Original	7-119	Original	7-168	Original
7-71	Original	7-120	Original	7-169	Original
7-72	Original	7-121	Original	7-170	1st
7-73	Original	7-122	2nd	7-171	3rd
7-74	Original	7-123	Original	7-172	3rd
7-75	Original	7-124	Original	7-173	3rd
7-76	2nd	7-125	Original	7-174	Original
7-77	Original	7-126	Original	7-175	2nd
7-78	2nd	7-127	1st	7-176	Original
7-79	1st	7-128	2nd	7-177	2nd
7-80	Original	7-129	Original	7-178	1st
7-81	1st	7-130	Original	7-179	1st
7-82	Original	7-131	Original	7-180	1st
7-83	Original	7-132	Original	7-181	Original
7-84	1st	7-133	Original	7-182	2nd
7-85	Original	7-134	Original	7-183	2nd
7-86	Original	7-135	Original	7-184	2nd
7-87	Original	7-136	1st	7-185	2nd
7-88	2nd	7-137	3rd	7-186	2nd
7-89	2nd	7-138	Original	7-187	Original
7-90	2nd	7-139	1st	7-188	Original
7-91	2nd	7-140	Original	7-189	Original
7-92	2nd	7-141	Original	7-190	3rd
7-93	2nd	7-142	Original	7-191	3rd
7-94	2nd	7-143	Original	7-192	Original
7-95	2nd	7-144	Original	7-193	2nd
7-96	2nd	7-145	Original	7-194	1st
7-97	2nd	7-146	Original	7-195	1st
7-98	1st	7-147	1st	7-196	1st
7-99	1st	7-148	Original	7-197	1st
7-100	1st	7-149	Original	7-198	1st
7-101	1st	7-150	Original	7-199	1st
7-102	Original	7-151	Original	7-200	Original
7-103	Original	7-152	Original	7-201	Original
7-104	Original	7-153	Original	7-202	1st

(This page filed under Transmittal No. 0098)

* New or Revised Page

ISSUED: MARCH 20, 2015

EFFECTIVE: APRIL 4, 2015

ACCESS SERVICE

2 - General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)

(B) When a Credit Allowance Applies (Cont'd)

(13) Application of credits for service outages for BellSouth SWA DS3 will be calculated as follows: For the affected BellSouth Local Channel, Interoffice Channel and BellSouth SWA DS3 Channelization elements, credits will be applied to the monthly charge associated with each element affected for the highest level inoperative channelized service, after ratcheting adjustments to account for Special Access (a.k.a. BellSouth SPA) service, if any. Where service interruptions of one minute or more per occasion occur, the credit applied shall be 1440/1440 of the total monthly charge for the rate element involved. Credit allowance limitations shall be in accordance with Section 2.4.4.(B)(4) preceding.

(14) Application of credits for service outages of BellSouth DS1 Diverse service Local and Interoffice Channels will be calculated as follows: In the event of primary facility path failure, service is guaranteed to switch to an alternate facility path in one minute or less. Failure to meet this guarantee will result in credits being applied to the customer's bill equal to 1440/1440 of the monthly charge associated with the affected service element(s) (e.g., for the affected Local Channel, Interoffice Channel, DS1 Basic Channelization System and associated Central Office Channel Interface(s), and 1.544 Mbps elements of service associated with higher capacity Central Office Channel Interface channelization element(s), where the trouble is on the public right-of-way). Credits will be applied through normal administrative processes and the dollar amount will be reflected on the customer's bill. Ratcheting, to account for BellSouth SWA services, will be applied to BellSouth DS1 Diverse service interruption credits. A customer must report the outage in order to receive credit. The credits will apply no more than once per month and the total of all credits, including those in other sections of this Tariff, shall not exceed the monthly rate for service.

(D)
(D)

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ISSUED: MARCH 20, 2015

EFFECTIVE: APRIL 4, 2015

ACCESS SERVICE
2 - General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.9 Service Installation Guarantee

- (A) The Telephone Company assures that orders for services to which the Service Installation Guarantee applies will be installed and available for customer use no later than the Service Date as specified in Section 5.1.1. The Service Installation Guarantee is applicable only as specified in Sections 2.4.9, 6.7.1(D) and 7.4.1(C) of this Tariff and for the Cross Connect elements in Section 13 of this Tariff. (T)
(D)
(T)
- (B) The failure of the Telephone Company to meet this commitment will result in a Service Installation Guarantee credit being applied to the Customer's bill. The Service Installation Guarantee credit will only apply to the services specified in Section 6.7.1.(D), Section 7.4.1.(C), the Connection rate element specified in Section 28.1.9(A), and Cross Connect elements in Sections 13.3.22, 13.3.23, and 13.3.24 of this tariff, for which nonrecurring charges are applicable. The Service Installation Guarantee credit will be determined as follows: (C)
(C)
(C)
(T)
(C)
1. For DS1 Special Access (a.k.a. BellSouth SPA DS1) and BellSouth SPA DS1 Diverse services, the Service Installation Guarantee credit will equal \$350 per DS1 circuit experiencing the missed Service Date or the amount of the actual installation charge, whichever is less.
 2. For all other eligible services, the Service Installation Guarantee credit will be equal to the billed nonrecurring charges associated with the individual service having the missed Service Date.
- The Service Installation Guarantee credit will not be provided if the installation charge has been waived or credited for some other reason. (C)
- (C) For BellSouth Dedicated Ring, the Service Installation Guarantee is applicable for all channel interface rate elements. BellSouth Dedicated Ring ⁽¹⁾ ring level rate elements are excluded from the Service Installation Guarantee. BellSouth Dedicated Ring level rate elements are defined as follows: Local Channel, Interoffice Channel, Internodal Channel, Alternate Central Office Channel, Customer Node and Central Office Node. (D)
(T)
- (D) The Service Installation Guarantee is applicable to DS1 Diverse service Local and Interoffice Channel rate elements for which nonrecurring charges are appropriate. (T)

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ISSUED: MARCH 20, 2015

EFFECTIVE: APRIL 4, 2015

ACCESS SERVICE

2 - General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.9 Service Installation Guarantee (Cont'd)

- (E) The Service Installation Guarantee applies for the following Fast Packet Access Services at DS0 and DS1 levels only: BellSouth Exchange Access Frame Relay Service and Managed Shared Frame Relay Service. (T)
- (F) Service Installation Guarantees do not apply: (T)
- (1) on Switched (a.k.a. BellSouth SWA) and Special Access (a.k.a. BellSouth SPA) services installations, moves and rearrangement of service with an agreed upon service date interval of four business days or less following the Application Date of the service order. The Application Date for Switched (a.k.a. BellSouth SWA) and Special Access (a.k.a. BellSouth SPA) is as specified in Section 5.1.1(G). (T)
 - (2) on Special Access (a.k.a. BellSouth SPA) and Fast Packet Access service orders for installations, moves and rearrangement of services with service dates that have been advanced from the standard or negotiated service interval as specified in Section 5.1.1(H), or (T)
 - (3) when failure to meet the Service Date occurs because of:
 - (a) any act or omission, which shall include an accurate and complete service order, from this customer, any other customer or any third party, or of any other entity providing a portion of a service,
 - (b) labor difficulties, governmental orders, civil commotions, criminal actions against the Telephone Company, acts of God, war, or other circumstances beyond the Telephone Company's control,
 - (c) unavailability of the customer's facilities and/or equipment,
 - (4) to service requiring Special Construction as set forth in BellSouth Telecommunications Tariff F.C.C. No. 2.

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EFFECTIVE: APRIL 4, 2015

ACCESS SERVICE

2 - General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.9 Service Installation Guarantee (Cont'd)

(F) Service Installation Guarantees do not apply: (Cont'd) (T)

- (5) to Specialized Service or Arrangements or Individual Case Basis filings,
- (6) to BellSouth Virtual Expanded Interconnection service arrangements, as set forth in Section 20 of this Tariff, or
- (7) for jointly provisioned services except as stipulated in 2.4.9(C) preceding.

In addition, Service Installation Guarantees will not apply during a declared National Emergency. Priority installation of National Security Emergency Preparedness (NSEP) telecommunications services shall take precedence.

2.5 Connections

Equipment and Systems (i.e., terminal equipment, multiline terminating systems and communications systems) may be connected with BellSouth SWA and Special Access (a.k.a. BellSouth SPA) service furnished by the Telephone Company where such connection is made in accordance with the provisions specified in Technical Reference Publication AS No. 1 and in 2.1 preceding.

2.6 Definitions

Certain terms used herein are defined as follows:

Access Code

The term "Access Code" denotes a uniform seven digit code assigned by the Telephone Company to an individual customer. The seven digit code has the form 101XXXX and 950-XXXX.

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ISSUED: MARCH 20, 2015

EFFECTIVE: APRIL 4, 2015

ACCESS SERVICE

5 - Ordering Options for BellSouth SWA and Special Access (a.k.a. BellSouth SPA) Service

5.1 General (Cont'd)

5.1.1 Ordering Conditions (Cont'd)

(I) Discount for Long Service Intervals on BellSouth SPA DS1 Services

- (1) If a customer's initial order for BellSouth SPA DS1 service has a service interval of 16 business days or greater, the customer will receive a twenty percent (20%) discount on the nonrecurring charges. The 20% discount will only apply to BellSouth SPA DS1 service with standard intervals. Should the customer subsequently change the service date to a service date with an interval that is less than 16 business days, then full nonrecurring charges will apply. If the revised service date is less than the standard interval for the service, a Service Date Advancement Charge, as specified in Section 5.1.1(H), will apply in addition to a Service Date Change Charge as set forth in Section 5.3 of this Tariff. (T)
- (2) The 20% discount on nonrecurring charges will apply to BellSouth SPA DS1 local channels and interoffice channels for installations, moves or rearrangement of services. (T)
- (3) Should the Telephone Company fail to meet the agreed upon service date which has a 16 business days or greater service interval, the customer will receive a Service Installation Guarantee credit amount as specified in Section 2.4.9(B)(1). (C)

The time required to provision the service (i.e., the interval between the Application Date and the Service Date) is known as the service interval. Such intervals will be established in accordance with published service date interval guidelines which are available to customers upon request, whether the customer's service is subject to standard or negotiated intervals. The customer may request a service date other than that established pursuant to the service date interval guidelines, and the Telephone Company, where possible, will establish the service date in accordance with such request, subject, however, to other applicable provisions of this tariff.

A customer who initiates a conversion (rollover) of a DS1 (a.k.a. BellSouth SPA DS1) to a DS3 High Capacity (a.k.a. BellSouth SPA DS3) service is also responsible for submitting Network Channel Interface (NCI) Code Update requests, either mechanically or manually, on all sub-DS1 level circuits that ride the channelized DS1 High Capacity (a.k.a. BellSouth SPA DS1) service being rolled over. The Telephone Company and customer will work cooperatively to establish the number of circuits which may be submitted monthly for purposes of mechanical NCI Code updates associated with rollovers of DS1 High Capacity service (a.k.a. BellSouth SPA DS1) to DS3 High Capacity (a.k.a. BellSouth DS3) service.

A customer who converts from an existing feature group service to an equivalent unbundled service (i.e., BellSouth SWA FGA to BellSouth SWA LSBSA, BellSouth SWA FGB to BellSouth SWA TSBSA 1, and BellSouth SWA FGD to BellSouth SWA TSBSA 3) shall do so on no lower than an end office level. The Telephone Company and customer will work cooperatively to accomplish these conversions.

ISSUED: MARCH 20, 2015

EFFECTIVE: APRIL 4, 2015

ACCESS SERVICE

7 - Special Access (a.k.a. BellSouth SPA) Service (Cont'd)

7.4 Rate Regulations (Cont'd)

7.4.1 Types of Rates and Charges (Cont'd)

(C) Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for specific work activity (i.e., installation or change to an existing service). The types of nonrecurring charges that apply for Special Access (a.k.a. BellSouth SPA) service are: installation of service, installation of optional features and functions, and service rearrangements.

The list below identifies the individual Special Access (a.k.a. BellSouth SPA) services provided under Section 7 of this Tariff which are eligible for Service Installation Guarantee credits as described in Section 2.4.9. These services are not eligible for the Service Installation Guarantee when the requested installation, move or rearrangement of service interval is four days or less, as measured from the application date of the service order. (T) (C)

Voice Grade (a.k.a. BellSouth SPA DSO VG),
Program Audio (a.k.a. BellSouth SPA Program Audio),
Digital Data Access Service (a.k.a. BellSouth SPA DSO
Digital Data),
High Capacity Service (a.k.a. BellSouth SPA High Capacity),
Dry Fiber
SMARTPath (a.k.a. BellSouth SPA DS1 Shared Ring) service,
and
SMARTPath DS3 Transport (a.k.a. BellSouth SPA DS3 Shared
Ring) service

Provided, however, that the following services are not eligible for such credit:

BellSouth SPA CNM - FlexServ Service
Derived Data Channel (a.k.a. BellSouth SPA Derived Data)
Channel service
Video (a.k.a. BellSouth SPA Video) services

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