

BELLSOUTH TELECOMMUNICATIONS, INC.
BY: Operations Manager - Pricing
29657, 675 W. Peachtree St., N.E.
Atlanta, Georgia 30375
ISSUED: NOVEMBER 1, 1996

TARIFF F.C.C. NO. 1
4TH REVISED PAGE 18-1
CANCELS 3RD REVISED PAGE 18-1
EFFECTIVE: DECEMBER 16, 1996

ACCESS SERVICE

18 - BellSouth Operator Services

18.1 BellSouth Operator Transfer Service

18.1.1 General Description

BellSouth Operator Transfer Service provides routing of customer BellSouth Operator Services calls from the BellSouth Operator Services System location to a customer location within the LATA of the customer's end user who is attempting to obtain an interLATA service.

18.1.2 Undertaking of the Telephone Company

- (A) The Telephone Company will provide BellSouth Operator Transfer Service from its BellSouth Operator Services System location(s) as specified in the NATIONAL EXCHANGE CARRIER ASSOCIATION, INC., TARIFF F.C.C. NO. 4.
- (B) The Telephone Company operator will deliver customer end user requests for interLATA service to the customer location in the LATA of the customer's end user subject to the rates and charges set forth in 18.1.5, following.
- (C) BellSouth Operator Transfer service traffic will be routed from the BellSouth Operator Services System location to the customer location via the customer's BellSouth SWA FGC, BellSouth SWA FGD, or BellSouth SWA TSBSA 2 or BellSouth SWA TSBSA 3 trunks. (T)
(T)
The Telephone Company will provision BellSouth SWA FGC, BellSouth SWA FGD or BellSouth SWA TSBSA 2 or BellSouth SWA TSBSA 3 facilities as set forth in Section 6 preceding. (T)
(T)
- (E) The Telephone Company will specify the location(s) which provide BellSouth Operator Transfer service for each Local Access Transport Area (LATA). (T)
(T)
At the customer's request, the Telephone Company will provide a list of the LATAs served by each of its BellSouth Operator Service System locations which provide BellSouth Operator Transfer service. (T)
(T)
When it becomes necessary, as determined by the Telephone Company, to change an BellSouth Operator Services System location, the Telephone Company will notify the involved customers six months prior to the change. For such changes, the regulations as set forth in 2.1.7 preceding apply. (T)

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ACCESS SERVICE

18 - BellSouth Operator Services

(T)

18.1 BellSouth Operator Transfer Service

18.1.2 Undertaking of the Telephone Company (Cont'd)

- (F) All rates and charges normally applicable to BellSouth SWA FGC, BellSouth SWA FGD or BellSouth SWA TSBSA 2 or BellSouth SWA TSBSA 3 service apply when such trunks are used to transport a end user's request for interLATA service from the BellSouth Operator Services System location to the customer location. In addition, charges as specified in 18.1.5 following apply to each end user request for interLATA service transferred to the customer. (T)
(T)
- (G) When the customer has both interstate and intrastate BellSouth Operator Transfer Service traffic, the percentage interstate usage determined for the customer's BellSouth SWA FGC, BellSouth SWA FGD or BellSouth SWA TSBSA 2 or BellSouth SWA TSBSA 3 service, as specified in 2.3.10 preceding, will be applied to the customer's BellSouth Operator Transfer Service charges. (T)
(T)
- (H) BellSouth Operator Transfer Service customers who also subscribe to BellSouth Inward Operator Services may use their BellSouth Inward Operator Services trunks to receive BellSouth Operator Transfer Service traffic where the BellSouth Inward Operator Services trunks connect the customer location to a LATA tandem which serves as both BellSouth Inward Operator Services location and BellSouth Operator Services System location. (T)
(T)
(T)
(T)
(T)

18.1.3 Obligations of the Customer

- (A) The customer will establish a customer location, if none exists, and will order BellSouth SWA FGC, BellSouth SWA FGD or BellSouth SWA TSBSA 2 or BellSouth SWA TSBSA 3 trunks, if none exist, to interconnect with the BellSouth Operator Services System location(s) serving all LATAs within the BellSouth Operator Services System serving area where the customer requests Operator Transfer Service. (T)
(T)
(T)
(T)
(T)
- (B) Customer facilities at the customer location shall provide the necessary on-hook, off-hook, answer and disconnect supervision.
- (C) When ordering BellSouth Operator Transfer Service, the customer shall determine and specify the number of new or additional BellSouth SWA FGC, BellSouth SWA FGD or BellSouth SWA TSBSA 2 or BellSouth SWA TSBSA 3 trunks desired, if any, to carry customer operator services end user requests for interLATA service from the BellSouth Operator Services System location to the customer location as specified in 5.2.10 preceding. (T)
(T)
(T)

Certain material previously appearing on this page now appears on the 4th Revised Page 18-3

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15TH REVISED PAGE 18-3
CANCELS 14TH REVISED PAGE 18-3

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ACCESS SERVICE

18 - BellSouth Operator Services

18.1 BellSouth Operator Transfer Service

18.1.3 Obligations of the Customer (Cont'd)

The customer must order capacity sufficient to handle customer operator services end user requests for interLATA service originating from all Telephone Company end offices within each LATA of the BellSouth Operator Services System serving area where BellSouth Operator Transfer Service is requested.

- (E) Jurisdictional reporting will apply as specified for BellSouth SWA FGC, BellSouth SWA FGD or BellSouth SWA TSBSA 2 or BellSouth SWA TSBSA 3 in Section 2.3.10 preceding for determining the Percent Interstate Usage (PIU).

18.1.4 Rate Regulations

- (A) The Operator Transfer charge is applied on a per end user request for interLATA service transferred basis, as set forth in 18.1.5 following. A request shall be considered transferred when the Telephone Company operator activates the BellSouth Operator Services System switch which routes the call from the BellSouth Operator Services System location to the customer location.
- (B) Switched access premium rates and charges, recurring and nonrecurring, as set forth in 6.8 preceding will apply to all end user requests for interLATA service transferred from the BellSouth Operator Services System location to the customer location via the customer's BellSouth SWA FGC, BellSouth SWA FGD or BellSouth SWA TSBSA 2 or BellSouth SWA TSBSA 3 trunks. In addition, Rate Regulations as specified in 6.7 preceding will apply.

18.1.5 Rates and Charges

ALL STATES
Rate per End User
Request for InterLATA
Service Transferred

- (A) BellSouth Operator
Transfer Services

\$0.342137

(R)

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CANCELS ORIGINAL PAGE 18-4
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ACCESS SERVICE

18 - BellSouth Operator Services

18.2 BellSouth Inward Operator Services (T)

18.2.1 General Description

BellSouth Inward Operator Services provide verification and emergency interruption functions associated with BellSouth Inward Operator Services calls. An interLATA service provider (Interexchange Carrier (IC)) seeking to verify the status of a BellSouth local exchange subscriber line will access the BellSouth BellSouth Operator Services System serving the Local Access Transport Area (LATA) of the BellSouth subscriber line to be verified. Access will be accomplished at the appropriate BellSouth Inward Operator Services location via a trunk or trunk group connecting the customer's point of presence (POP) to the BellSouth Operator Services System. The IC operator will ask the BellSouth operator to verify that the subscriber line in question is in use. Utilizing the Company's Verification and Interruption (V&I) network, a special network dedicated to this application, BellSouth's operator will monitor the status of the subscriber line and report this status to the IC operator. The IC operator will relay this information to the end user. (T)

If the line is in use, the IC's end user may request that the call in progress be interrupted to inform the BellSouth local exchange subscriber of an emergency need to reach that number. In this case, the IC operator will ask the BellSouth operator to interrupt the subscriber's call in progress. BellSouth's operator will interrupt the call in progress, inform the subscriber that the IC's end user has an emergency need to reach that line, and ask the subscriber if he/she is willing to terminate the call in progress. If the local exchange subscriber agrees to hang up, BellSouth's operator will inform the IC operator. The IC operator can then inform the end user that the subscriber line in question will be free momentarily and the end user may redial the local exchange subscriber's number to complete the emergency call. (T)

18.2.2 Undertaking of the Telephone Company

- (A) A Telephone Company BellSouth Inward Operator Services operator will provide Verification Service and Emergency Interruption Service at the rates and charges set forth in 18.2.5 following. The Telephone Company's contact shall be only with the customer's operator, not with the customer's end user, and shall be limited to that effort necessary to provide the requested service. (T)
- (B) The Telephone Company will specify the BellSouth Inward Operator Services Location(s) which provide(s) BellSouth Inward Operator Services for each Local Access Transport Area (LATA). These locations are identified in the NATIONAL EXCHANGE CARRIER'S ASSOCIATION (NECA) TARIFF F.C.C. NO. 4. (T)

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ACCESS SERVICE

18 - BellSouth Operator Services

(T)

18.2 BellSouth Inward Operator Services (Cont'd)

(T)

18.2.2 Undertaking of the Telephone Company (Cont'd)

(B) (Cont'd)

When it becomes necessary, as determined by the Telephone Company, to change an BellSouth Inward Operator Services Location, the Telephone Company will notify the involved customers six months prior to the change. For such changes, the regulations set forth in 2.1.7 preceding apply.

(T)

(T)

- (C) When BellSouth Inward Operator Services is ordered, service will be provided between the customer's premises and the BellSouth Inward Operator Services location by the Telephone Company as follows:

(T)

(T)

(T)

(1) General

An BellSouth Inward Operator Services access trunk group (BellSouth SWA FGC, BellSouth SWA FGD or BellSouth SWA TSBSA 2 or BellSouth SWA TSBSA 3 service) will be required for each BellSouth Inward Operator Services location specified by the customer. Further, the BellSouth Inward Operator Services access trunk group can only be provided in connection with direct routing.

(T)

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(T)

(T)

BellSouth Inward Operator Services customers who also subscribe to BellSouth Operator Transfer service and/or BellSouth SWA FGC, BellSouth SWA FGD or BellSouth SWA TSBSA 2 or BellSouth SWA TSBSA 3 service, may use these trunks to receive BellSouth Operator Transfer Service traffic where the trunks connect the customer location to a LATA tandem which serves as both an BellSouth Inward Operator Services location and an BellSouth Operator Service System location.

(T)

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(T)

(T)

Where the BellSouth Inward Operator Services and BellSouth Operator Services System location is not a LATA tandem, BellSouth Inward Operator Services customers who also subscribe to BellSouth Operator Transfer Service may use these trunks to receive BellSouth Operator Transfer Service traffic.

(T)

(T)

(T)

(T)

(T)

(2) Interface Group and Premises Interface Codes

Interface Groups 2, 6 and/or 9 as set forth in 6.1.3(A)(5) preceding are available for BellSouth Inward Operator Services.

(T)

Premises Interface Codes available for BellSouth Inward Operator Services are:

(T)

(T)

4AH5-B
4DS6-44
4DS9-15
4RV2-0

These Premises Interface Codes are described in 6.1.3(A)(5) preceding.

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ACCESS SERVICE

18 - BellSouth Operator Services

18.2 BellSouth Inward Operator Services (Cont'd)

18.2.3 Obligations of the Customer

- (A) The customer will establish a customer location, if none exists, and will order BellSouth SWA FGC, BellSouth SWA FGD or BellSouth SWA TSBSA 2 or BellSouth SWA TSBSA 3 trunks, if none exists, to interconnect with the BellSouth Operator Services System location(s) serving all LATAs within the BellSouth Operator Services System serving area for which the customer requests BellSouth Inward Operator Services. (T)1
- (B) The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.
- (C) The customer shall order a trunk group for BellSouth Inward Operator Services to BellSouth Inward Operator Services locations serving each LATA in which BellSouth Inward Operator Services service is desired. (T)
(T)
- When the BellSouth Inward Operator Services location and the access tandem share the same switch, customers may use existing BellSouth SWA FGC, BellSouth SWA FGD or BellSouth SWA TSBSA 2 or BellSouth SWA TSBSA 3 trunks to carry BellSouth Inward Operator Services traffic. (T)
(T)
(T)
(T)
- Where the BellSouth Inward Operator Services and BellSouth Operator Services System location is not a LATA tandem, BellSouth Inward Operator Services customers who also subscribe to BellSouth Operator Transfer Service may use these trunks to receive BellSouth Operator Transfer Service traffic. (T)
(T)
(T)
(T)
- (D) The customer shall be responsible for all contacts and arrangements with its end users concerning the provision and maintenance of BellSouth Inward Operator Services, and the billing and collecting of charges for BellSouth Inward Operator Services furnished to its end users. (T)
(T)
(T)

18.2.4 Rate Regulations

- (A) BellSouth Inward Operator Services charges for Verification Service and Emergency Interrupt Service are set forth in 18.2.5(A) and 18.2.5(B) following. The charge for Verification Service applies when a BellSouth Inward Operator Services operator monitors a connection for the purpose of determining the status of a line within a LATA. The charge for Emergency Interrupt Service applies when a BellSouth Inward Operator Services operator enters a connection for the purpose of attempting to interrupt a conversation in progress on a line within the LATA. When both Verification Service and Emergency Interrupt Service is provided, only the charge for Emergency Interrupt applies. The number of Verification Service and Emergency Interrupt Service calls will be accumulated by Telephone Company measuring equipment. (T)
(T)
(T)
(T)
(T)

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ACCESS SERVICE

18 - BellSouth Operator Services

18.2 BellSouth Inward Operator Services (Cont'd)

18.2.4 Rate Regulations (Cont'd)

- (B) No charge applies if the operator encounters a trouble condition, no circuit is available, the called line is not verifiable (pagers, some cellular, etc.), or the requesting customer indicates that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, licensed hospitals, etc.
- (C) Switched access premium rates and charges, as set forth in 6.8 preceding will apply to all end user requests for interLATA service transferred from the IOS location to the customer location via the customer's BellSouth SWA FGC, BellSouth SWA FGD, or BellSouth SWA TSBSA 2 or BellSouth SWA TSBSA 3 trunks. In addition, Rate Regulations as specified in 6.7 preceding will apply.

18.2.5 Rates and Charges

ALL STATES

	<u>RATE</u>	
(A) Verification Service, each	\$ 4.75	
(B) Verification and Emergency Interruption Service, each	\$ 9.00	(I)

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ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service

18.3.1 General Description

BellSouth Operator Assistance Access Service (BellSouth OA Access Service) provides access to the BellSouth OA Access Service location(s) and the use of BellSouth OA Access Service equipment and operators, when required, to furnish operator assistance to end users on the customer's behalf, to obtain information for the customer's later use in billing for service provided by the Telephone Company to the customer's end users on the customer's behalf and for obtaining information for the customer's later use to potentially complete calls returned by the Telephone Company to the customer's location per the end user's request.

(A) BellSouth OA Access Service Locations

The Telephone Company will specify the BellSouth OA Access Service location(s) which provide(s) the BellSouth OA Access Service as shown in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. No. 4.

When it becomes necessary, as determined by the Telephone Company, to change a BellSouth OA Access Service location, the Telephone Company will notify the involved customers six months prior to the change. For such changes, the regulations as set forth in 2.1.7 of this tariff apply.

(B) Pre-Requisites for BellSouth OA Access Service Provision

Each BellSouth OA Access Service requires Telephone Company provided, customer and application dedicated BellSouth Operator Assistance Trunks (OA Trunks) interconnecting the customer's high capacity facility or facilities to the BellSouth OA Access Service location(s), as described further in 18.3.2 following. In addition, the customer must have in place or must order from the Telephone Company Common Channel Signaling System Seven (CCS7) links interconnecting the customer's premises and the Telephone Company's CCS7 network, as described in 6.1.3 of this tariff. Further, customers who wish to utilize release link trunking technology must have in place Nortel DMS 250/500 switching equipment loaded with Nortel release level UCS08 (or higher) and feature packages URLT 1, 2, 3 and 4.

(C)
(C)
(C)
(C)
(C)
(C)
(C)
(C)
(C)
(C)
(N)

(C) BellSouth OA Access Service "flow"

When the customer routes an end user request for operator assistance to the BellSouth OA Access Service location via the facilities described in paragraphs (A), and (B) preceding, the Telephone Company will optionally brand the call with the customer's name, serve the end user's request on the customer's behalf, obtain information needed for the customer to bill for the service provided, obtain information needed for the customer to complete the end user's call, if call completion is requested, and then will return the information obtained, as well as the call, if call completion is requested, to the customer location with an optional "thank you" branding message.

ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.1 General Description (Cont'd)

(D) Optional Call Branding Announcements

At the customer's option, Branding Announcements are provided on both the front end and back end of each BellSouth OA Access Service call served. A front end recording will greet each customer end user call with a message of up to three (3) seconds duration which identifies the customer's service for example, "(customer name)".

Recording of initial Branding Announcements and changes thereto will be performed on an implementation schedule agreed to between the Telephone Company and the customer.

The customer may request changes to the Branding Announcements currently being provided via BellSouth OA Access Service. The Telephone Company will implement such changes within thirty (30) days of receiving the customer's request at the rates and charges detailed for branding in 18.3.5 following.

(E) BellSouth OA Access Service will be provided at rates and charges as set forth in 18.3.5 following, except as provided for in 18.3.4(D) following.

(F) The minimum subscription period for which BellSouth OA Access Service is provided and for which charges apply is one (1) month.

18.3.2 BellSouth Operator Assistance Trunks (OA Trunks) (T)

BellSouth Operator Assistance Trunks (OA Trunks) provide the means to interconnect a customer's high capacity facility or facilities (e.g., DS1, MegaLink, LightGate, SmartPath or SMARTRing) at a DS1 level to the network location of its operator assistance provider. (C)
(C)
(C)
(N)

(A) OA Trunks must be present in sufficient number to handle the customer's maximum forecasted call volume.

(B) BellSouth OA Trunks have the same transmission specifications as do BellSouth SWA FGD trunks, as described in 6.2.4 of this tariff. (T)
(T)
(D)
(D)

(C) BellSouth OA Trunks support bi-directional transport of customer calls using CCS7 signaling. Each BellSouth OA Trunk must be used exclusively for a customer's operator assistance calls because these trunks are not equipped to serve or route other call types. (C)
(C)
(C)
(N)

(D) Rates and charges for OA Trunks are as detailed in 18.3.5 following.

(M)

Certain material previously appearing on this page now appears on 2ND Revised Page 18-10.

ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.2 BellSouth Operator Assistance Trunks (OA Trunks) (Cont'd)

- (E) BellSouth OA Trunks must be interconnected with a customer's high capacity facility or facilities (e.g., DS1, MegaLink, LightGate, SmartPath or SMARTRing) at a DS1 level in order that BellSouth OA Trunks function properly. BellSouth OA Trunks can be ordered in increments of twenty-four (24) to meet this requirement, with a minimum order of twenty-four (24) BellSouth OA Trunks. Alternatively, customers may utilize a combination of BellSouth OA Trunks and Type 1 BellSouth Flat Rated DA Trunks (as described in 9.1.4(B) of this Tariff) to meet this twenty-four (24) trunk requirement. However, each trunk in such a combination must be designated for use to carry either operator assistance calls or directory assistance calls, but not both.

(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)

18.3.3 Obligations of the Customer

(M)

- (A) The customer will cooperatively test with the Telephone Company at the time of BellSouth OA Access Service installation.

(M)
(M)

- (B) The customer will provide the Telephone Company a forecast of their monthly automated and live operator handled OA Access Service calls.

(M)
(M)

- (C) The customer must order BellSouth OA Access Service Trunks, as described in 18.3.2 preceding, from the Telephone Company. BellSouth OA Trunks must be interconnected with a customer's high capacity facility or facilities (e.g., DS1, MegaLink, LightGate, SmartPath or SMARTRing) at a DS1 level in order that BellSouth OA Trunks function properly. BellSouth OA Trunks can be ordered in increments of twenty-four (24) to meet this requirement, with a minimum order of twenty-four (24) BellSouth OA Trunks. Alternatively, customers may utilize a combination of BellSouth OA Trunks and Type 1 BellSouth Flat Rated DA Trunks (as described in 9.1.4(B) of this Tariff) to meet this twenty-four (24) trunk requirement. However, each trunk in such a combination must be designated for use to carry either operator assistance calls or directory assistance calls, but not both, because OA Trunks and Flat Rated DA Trunks route operator assistance and directory assistance calls, respectively, to groups of Telephone Company operators trained and equipped to handle either operator assistance calls or directory assistance calls, but not both.

(C)
(C)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)

(D)
(D)
(D)
(D)

- (D) Customers who wish to utilize Nortel release link trunking technology must have in place Nortel DMS 250/500 switching equipment loaded with Nortel software release level UCS08 (or higher) and feature packages URLT 1, 2, 3 and 4.

(C)
(C)
(C)
(C)

(M)

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Certain material previously appearing on this page now appears on 2ND Revised Page 18-11.

ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.3 Obligations of the Customer (Cont'd)

- (E) The customer shall deliver calls to the BellSouth OA Service location with industry standard CCS7 call detail. (M)(T)
- (F) When opting for the BellSouth OA Access Service Savings Plan, the customer must select plan options for both automated and live operator handled calls. (M)(T)
- (G) When opting for the BellSouth OA Access Service Savings Plan, the customer must deliver to the Telephone Company within the time frames specified for the plan options selected call volumes that meet or exceed the minimum amounts required for the plan options selected, subject to the regulations detailed in 18.3.4(D) following. (M)(T)

18.3.4 Rate Regulations and Payment Arrangements

- (A) Rates for BellSouth OA Access Service are as detailed in 18.3.5 following, except as described in 18.3.4(D) and 18.3.4(E) following. (M)
- (B) When opting for the BellSouth OA Access Service Savings Plan, in no event will the untimely installation or failure of customer equipment required to deliver calls to the BellSouth OA Access Service location relieve the customer of their commitment to deliver to the Telephone Company within the time frames specified for the plan options selected call volumes that meet or exceed the minimum amounts required for the plan options selected as detailed in 18.3.4(D). (M)
- (C) Service Credit for BellSouth OA Access Service (M)
 - A service credit equal to the amounts charged for the BellSouth OA Access Service and/or options as detailed in 18.3.5 following or in 18.3.4(E), if applicable, will apply to the customer's next bill when the Company has received from the customer within sixty (60) days of the occurrence a substantiated claim as follows: (M)
 - (1) A call(s) sent by the customer to the BellSouth OA Access Service location(s) was not answered because the BellSouth OA Access Service location(s) or Telephone Company equipment was out of service, or (M)
 - (2) BellSouth OA Access Service provided no response, or (M)
 - (3) A request(s) for call completion was not returned to the customer's premises due to failure of the Telephone Company's equipment or of the BellSouth OA Access Service. (M)

(M)

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Certain material previously appearing on this page now appears on 2ND Revised Page 18-12.

ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.4 Rate Regulations and Payment Arrangements (Cont'd)

- (D) In the event that OA Access Service is terminated prior to the one (1) month minimum subscription period, usage equal to the customer's forecasted monthly call volume as described in 18.3.3(B) will be applied to the standard per call rates detailed in 18.3.5 to determine the usage portion of the customer's bill. (M)
- (E) BellSouth OA Access Service Savings Plan (M)
- (1) The BellSouth OA Access Service Savings Plan provides BellSouth OA Access Service customers the option to receive a reduced rate per BellSouth OA Access Service call in exchange for their commitment to deliver specified minimum usage for all OA Access calls sent to the Telephone Company during a specified payment plan period. A BellSouth OA Access Service payment plan agreement is required to implement this option. (M)
- (2) BellSouth OA Access Service Savings Plan subscriber rates are as detailed for each plan option in 18.3.4(E)(12) following. (M)
- (3) Application of BellSouth OA Access Service Savings Plan rates will commence with the first bill period following the plan option effective date, as agreed to, by and between the customer and the Telephone Company. (M)
- (4) The minimum payment plan period of a BellSouth OA Access Service Savings Plan is twenty-four (24) months and the maximum payment plan period is forty-eight (48) months. (M)
- (5) Except as indicated in 18.3.4(E)(7), 18.3.4(E)(8), 18.3.4(E)(9) and 18.3.4(E)(10), the customer must during the selected payment plan period(s) send to the Telephone Company BellSouth OA Access Service call usage greater than or equal to ninety-five percent (95%) of the minimum BellSouth OA Access Service call usage required by the plan option(s) selected by the customer. (M)
- (6) At the end of the payment plan period(s), if the BellSouth OA Access Service per call usage sent by the customer to the Telephone Company during the plan period is below ninety-five percent (95%) of the minimum BellSouth OA Access Service call usage committed to per the customer's selected plan option(s), the customer will be billed back the difference between the billed plan rate and the standard rate for all calls that have been billed during the payment plan period. (M)
- (M)

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Certain material previously appearing on this page now appears on 3RD Revised Page 18-13 and 1ST Revised Page 18-14.

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 EFFECTIVE: APRIL 26, 2003

ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.4 Rate Regulations and Payment Arrangements (Cont'd)

(E) BellSouth OA Access Service Savings Plan (Cont'd)

- (7) At any time during the active option payment plan period an existing BellSouth OA Access Service Savings Plan customer may request an upgrade to a service option having a higher usage commitment and/or a longer payment plan period. A new BellSouth OA Access Service payment plan agreement is required to implement the change. (M)
- (8) An existing BellSouth OA Access Service Savings Plan customer may request termination of their plan participation. If participation in the customer's currently active plan is ended prior to the scheduled expiration of the payment plan period, back billing of the difference between the then active plan option rates and the standard rates will be applied to a percentage of the calls that have been billed since the initiation of the plan options as follows: (M)

When Plan Option Is Terminated Prior To its Scheduled Expiration and Within ___ Months of Initiation Date	This is the Percentage of Calls to which Back Billing Applies
--	--

12 Months 100%

24 Months 90%

36 Months 75%

48 Months 45%

Example: A BellSouth OA Access Service Savings Plan customer who terminates their plan option after 12 months would be billed back on ninety percent (90%) of the calls billed under the plan.

- (9) A customer who terminates their BellSouth OA Access Service Savings Plan is eligible to initiate a new plan six (6) months from the termination date.

Certain material now appearing on this page previously appeared on 1ST Revised Page 18-12.

Certain material previously appearing on this page now appears on 3RD Revised Page 18-14 and 2ND Revised Page 18-15.

BELLSOUTH TELECOMMUNICATIONS, INC.
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29G57, 675 W. Peachtree St., N.E.
Atlanta, Georgia 30375
ISSUED: APRIL 11, 2003

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CANCELS 2ND REVISED PAGE 18-14

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ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.4 Rate Regulations and Payment Arrangements (Cont'd)

(E) BellSouth OA Access Service Savings Plan (Cont'd)

- (10) In the event of a merger or acquisition where some or all parties to the merger or acquisition have existing BellSouth OA Access Service Savings Plan options in place, each existing customer may continue their plan option to conclusion provided usage for each existing customer can be segregated from the whole and measured by the Telephone Company. Alternatively, the existing BellSouth OA Access Service Savings Plan options of each party to the merger or acquisition may be terminated without penalty provided a new BellSouth OA Access Service Savings Plan option is made effective for the merged or acquiring entity in which the usage commitment is greater than or equal to the sum of the usage commitments of each active plan option of each party to the merger or acquisition. (M)
(M)
(M)
(M)
(M)
(M)
(M)
(M)
(M)
(M)
(M)
(M)
- (11) In the absence of or upon the expiration of an active BellSouth OA Access Service Plan option(s), the standard rates detailed in 18.3.5 apply. (M)
(M)
(M)

(M)

Certain material now appearing on this page previously appeared on 1ST Revised Page 18-12 and 2ND Revised Page 18-13.

Certain material previously appearing on this page now appears on 2ND Revised Page 18-15.

BELLSOUTH TELECOMMUNICATIONS, INC.
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TARIFF F.C.C. NO. 1
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ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.4 Rate Regulations and Payment Arrangements (Cont'd)

(E) BellSouth OA Access Service Savings Plan (Cont'd)

- (12) Following are the rate schedules for the BellSouth OA Access Service Savings Plan options. When electing to participate in the BellSouth OA Access Service Savings Plan, the customer must choose both an automated and a live operator plan option (one option from each of the tables following) and must specify a payment plan period for each of the two options selected. (M)

For Automated Calls: (M)

Automated Call Plan Option	Call Usage Commitment	Payment Plan Period	Rate Per Call	(M)
Option A	1 - 2,999,999	24 months	\$0.1675	(M)
	1 - 4,499,999	36 months	\$0.1650	(M)
	1 - 5,999,999	48 months	\$0.1600	(M)
Option B	3,000,000 - 11,999,999	24 months	\$0.1575	(M)
	4,500,000 - 17,999,999	36 months	\$0.1550	(M)
	6,000,000 - 23,999,999	48 months	\$0.1500	(M)
Option C	12,000,000 - 47,999,999	24 months	\$0.1475	(M)
	18,000,000 - 71,999,999	36 months	\$0.1450	(M)
	24,000,000 - 95,999,999	48 months	\$0.1400	(M)
Option D	48,000,000 - 99,999,999	24 months	\$0.1375	(M)
	72,000,000 - 149,999,999	36 months	\$0.1350	(M)
	96,000,000 - 199,999,999	48 months	\$0.1300	(M)
Option E	100,000,000 or Greater	24 months	\$0.1275	(M)
	150,000,000 or Greater	36 months	\$0.1250	(M)
	200,000,000 or Greater	48 months	\$0.1200	(M)

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Certain material previously appearing on this page now appears on Original Page 18-16.

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ACCESS SERVICE

18 - BellSouth Operator Services

18.3 BellSouth Operator Assistance Access Service (Cont'd)

18.3.4 Rate Regulations and Payment Arrangements (Cont'd)

(E) BellSouth OA Access Service Savings Plan (Cont'd)

(12) (Cont'd)

For Calls Handled by a Live Operator:

Operator Handled Call Plan Option	Call Usage Commitment	Payment Plan Period	Rate Per Call	(M)
Option A	1-2,999,999	24 months	\$0.3375	(M)
	1-4,499,999	36 months	\$0.3350	(M)
	1-5,999,999	48 months	\$0.3300	(M)
Option B	3,000,000 – 11,999,999	24 months	\$0.3275	(M)
	4,500,000 – 17,999,999	36 months	\$0.3250	(M)
	6,000,000 – 23,999,999	48 months	\$0.3200	(M)
Option C	12,000,000 – or Greater	24 months	\$0.3175	(M)
	18,000,000 – or Greater	36 months	\$0.3150	(M)
	24,000,000 – or Greater	48 months	\$0.3100	(M)

18.3.5 Rates and Charges

	Rate	Nonrecurring Charge	USOC	(M)
(A) BellSouth Operator Assistance Access Service Per Automated Call	\$ 0.18			(M)
(B) BellSouth Operator Assistance Access Service Per Live Operator Call	\$ 0.35			(M)
(C) Branding Announcements				(M)
(1) Per Branding Announcement Created or Changed		\$ 7,000.00	WOABA	(M)
(2) Per Platform Shelf Loaded		\$ 270.00	WOABP	(M)
	Monthly Rate	- Nonrecurring Charges - First Trunk Installed Each Add'l Trunk	USOC	(M)
(D) BellSouth OA Trunk	\$ 6.00	\$ 24.00	\$ 20.00	WOATX (M) (R)

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