

TARIFF DISTRIBUTION

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PURPOSE: Remove references to calling cards

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A1. DEFINITION OF TERMS

CIRCUIT

See "Exchange Access Line".

CLASS OF SERVICE

A description of telephone service furnished a subscriber in terms such as:

- a. For Exchange Service:
 - (1) Grade of Line: Individual Line
 - (2) Type of Rate: Flat rate or message rate.
 - (3) Character of Use: Business or residence.
 - (4) Dialing Method: Touch-Tone or Rotary.
- b. For Long Distance Telecommunications Service:
 - (1) Type of Call: Station-to-Station or Person-to-Person.
- c. For Wide Area Telecommunications Service:
 - (1) Type of Service: Outward or 800 Service .

COIN REFUND AND REPAIR REFERRAL SERVICE

Coin Refund and Repair Referral Service (CRS) provides handling of refund requests and repair referrals generated by the end users of Independent Payphone Provider (IPP) public telephones.

COLLECT CALL

The term "Collect Call" denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station. A collect call may be billed to a third party number. In the case of a coin telephone the charges must be billed to a third party number, or the call may be reoriginated from the called station. (C)

COMMITMENT GUARANTEE

A plan establishing a credit that will be issued to a customer in the event that the Company misses a commitment in connection with installation or repair of service provided over the Company's facilities, unless an exception is applicable.

COMMON BATTERY SERVICE

The type of telephone service in connection with which electrical energy for talking and signaling is supplied from a central point.

COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable, when not connected to telecommunications services, of communications between terminal equipment.

The term "Communications Systems" when used in connection with communications systems provided by an Other Carrier (OC), denotes channels and other facilities furnished by the OC for private line services as such OC is authorized by the Federal Communications Commission or Public Service Commission to provide.

A1. DEFINITION OF TERMS

(DELETED)

(D)

CROSS REFERENCE LISTING

The listing of a generally accepted name of a subscriber followed by a reference to another listing.

CUSTOMER NETWORK MANAGEMENT (CNM) - ADMINISTRATIVE MANAGEMENT SERVICE

Customer Network Management (CNM) - Administrative Management Service provides customers a single point of access to other Company Network Management products, and provides the customer greater control and additional information about the network services they purchase from the Company.

CUSTOMER PREMISES

Customer Premises is the discrete real property owned, leased or controlled by a customer for the customer's own business or residential purposes.

CUSTOMER PREMISES EQUIPMENT (CPE)

CPE includes terminal equipment located on the customer's premises, and in inventory, such as telephone sets, teletypewriters, data terminal equipment, private branch exchange equipment, key system equipment, mobile telephone equipment, dialers and other supplemental equipment. CPE does not include terminal equipment used for official telephone company business; subscriber multiplexing terminal equipment, subscriber pair gain equipment, transmit earth stations, when provided as an integral part of the network facilities; or telecommunications devices for the deaf (TDD).

CUT-OFF SWITCH OR KEY

An item of terminal equipment that enables a Payphone Service Provider (PSP) instrument to be easily connected or disconnected from the exchange network. A cut-off switch or key does not have the capability of switching a given PSP instrument from one PSP access line or PSP trunk to another. Cut-off switches or keys used with PSP instruments may be used only in confinement facilities and only at the request of the administration of the confinement facility.

CUT-THROUGH OPERATION

Control of the progress in establishing a call over a private line facility from location to location is under the control of the user, i.e. digits are dialed to each intervening and/or the terminating switching system(s) upon receipt of dial tone (or time delay period) until the call is completed.

DATA ACCESS ARRANGEMENT

The term "Data Access Arrangement" denotes a protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in Section A15. of this Tariff.

DATA SWITCHING

The term "Data Switching" as used in connection with composite data service denotes the switching of data (nonvoice) messages by the interchange, controlling and routing of data messages between two or more stations, via communications facilities, wherein the information content of the message remains unaltered.

(DELETED)

(D)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 Flat Rate Service (Cont'd)

A3.4.4 Area Plus Service (Cont'd)

A. General (Cont'd)

2. Subscribers to any of the Area Plus services receive a thirty percent discount on rates specified in A18.3.1.H. This discount supersedes the volume discounts defined in A18.3.7, and is applied after the appropriate time period discounts specified in A18.3.1.H have been applied and after the calls have been aggregated to a monthly total. This discount applies to covered customer-dialed collect calls accepted by the subscriber to any of the Area Plus services, including the operator surcharges on these calls. The discount is applied on a per line basis to each call type after the calls have been aggregated to a monthly total. (C)
3. Residence customers may also subscribe to Area Plus service with the Complete Choice option. All services/features specified in A103.4.3 as available with Complete Choice service are available with this option of Area Plus service. Rules, regulations and limitations specified in A103.4.3 for Complete Choice service apply to this option of Area Plus service¹.
4. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Area Plus service with the Complete Choice option. Both plans offer hunting at no additional charge as specified in A103.4.3. All services/features specified in A103.4.3 as available with Complete Choice service are available with each line of a multi-line package. Rules, regulations and limitations specified in A103.4.3 for Complete Choice service apply to each line of a multi-line package with the Complete Choice option. All lines in each multi-line package must be billed to the same account and located at the same premises¹.
5. Service charges specified in Section A4 do not apply for a conversion of existing service to/from Area Plus service or Area Plus service with the Complete Choice option¹.
6. Residential Area Plus service and Area Plus service with Complete Choice option customers may not subscribe to Local Usage Detail.
7. Existing customers of Area Plus service with the Complete Choice option can not take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in A103.4.3 unless specifically allowed by the terms of the special promotion.

B. Rates and Charges

1. The following rates apply for Area Plus services.
 - a. Individual line service
 - (1) Residence

	Suspend Rate	Monthly Rate	USOC
(a) Per line (without the Complete Choice option)	\$16.00	\$49.00	VR5
(b) Obsolete, See Section A103			
(c) Obsolete, See Section A103			
(d) Obsolete, See Section A103			

A3.4.5 Optional Payment Plans for Multi-Line Flat Rate Service (Obsolete, See Section A103)

A3.4.6 PreferredPack Plan (Obsolete, See Section A103)

A3.4.7 2 Pack Plan (Obsolete, See Section A103)

Note 1: Complete Choice Obsolete February 19, 2009, Type 4 (See Section A103)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions (Cont'd)

A3.8.26 Daytona Beach

- A. Optional Extended Local Calling Between Daytona Beach and New Smyrna Beach
1. General
 - a. Optional Extended Local Calling (OELC) provides for optional 2-way flat rate service for customer dialed station-to-station calls between telephones served from the Daytona Beach exchange and those served from the New Smyrna Beach exchange. OELC customers will not be billed Local Calling Plus or Extended Calling Service rates. See A3.8.50 or A3.7.3 for rates and regulations.
 - b. A customer who subscribes to OELC may dial 7-digit calls to New Smyrna Beach on a flat rate basis and 7-digit calls to his number from New Smyrna Beach will be at no charge to the calling party.
 - c. Calls that require the assistance of an operator for completion are not eligible under the OELC plan. Such calls will be charged for at the appropriate long distance rate except that an operator will reestablish an eligible call that is interrupted due to facilities or poor transmission. (C)
 - d. OELC is available on all individual line business and business trunks exchange service except those specifically excluded in 1.e. following. All lines with originating service capability in the account terminating in the same system or the same premises must subscribe to the option.
 - e. OELC is not available with either Message Rate Service or Access Line Service for PSPs. Resale of this service is prohibited as set forth in A2.2.1.
 - f. OELC is not subject to suspension.
 - g. The minimum service period is one month.
 - h. OELC will be made effective or disconnected on the service date requested with fractional billing applied if applicable.
 - i. OELC is furnished subject to all applicable regulations in Section A2. except as stated in 1.a. through 1.h. preceding.
 2. Directory Listings
 - a. Subscribers to OELC are entitled to one listing in the New Smyrna Beach directory at no charge.
 - b. The listing will contain sufficient wording to advise New Smyrna Beach callers that the Daytona Beach OELC subscriber can be called toll free.
 - c. Subscribers to OELC who are listed in the New Smyrna Beach exchange directory will have their telephone number changed with no referral of calls if the OELC service is discontinued for other than a complete disconnect of exchange service. Once disconnected, the number will not be reassigned to the same subscriber unless OELC is reinstated.

Calls will be referred if the subscriber transfers and continues the service.
 3. Rates
 - a. Monthly rates listed following are subject to change if either exchange is reclassified based on a change in the number of access lines.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions (Cont'd)

A3.8.26 Daytona Beach (Cont'd)

- A. Optional Extended Local Calling Between Daytona Beach and New Smyrna Beach (Cont'd)
 - 3. Rates (Cont'd)
 - b. Nonrecurring service charges are applicable to this service offering as described in Section A4.
 - c. The following rates apply for Daytona Beach subscribers of OELC to New Smyrna Beach. These rates are in addition to the applicable local exchange service flat rates with which OELC is associated.
 - (1) Two-Way Service

	Monthly Rate	USOC	
(a) Business individual line, each	\$17.96	OS1FB	(T)
(b) Business PBX Trunk, each	39.51	OS1FD	(T)
(c) Network Access Registers (NAR)	18.18	OS1FF	(T)

A3.8.27 New Smyrna Beach

- A. Optional Extended Local Calling Between New Smyrna Beach and Daytona Beach
 - 1. General
 - a. Optional Extended Local Calling (OELC) provides for optional 2-way flat rate service for customer dialed station-to-station calls between telephones served from the New Smyrna Beach exchange and those served from the Daytona Beach exchange. OELC customers will not be billed Local Calling Plus or Extended Local Calling rates. See A3.8.50 or A3.7.3 for rates and regulations.
 - b. A customer who subscribes to OELC may dial 7-digit calls to Daytona Beach on a flat rate basis and 7-digit calls to his number from Daytona Beach will be at no charge to the calling party.
 - c. Calls that require the assistance of an operator for completion are not eligible under the OELC plan. Such calls will be charged for at the appropriate long distance rate except that an operator will reestablish an eligible call that is interrupted due to facilities or poor transmission. (C)
 - d. OELC is available on all individual line business and business trunks exchange service except those specifically excluded in 1.e. following. All lines with originating service capability in the account terminating in the same system or the same premises must subscribe to the option.
 - e. OELC is not available with either Message Rate Service, or to Access Line Service for PSPs. Resale of this service is prohibited as set forth in A2.2.1.
 - f. OELC is not subject to suspension.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.10 Operator Assisted Local Calls

A3.10.1 Operator Assistance Charges

- A. All types of local exchange service have local calling areas as specified in A3.3 which are the areas that can be called on a flat rate basis (no charge for individual calls), on a local coin call rate basis, on a Message rate basis (calls charged for as Message units), or on a measured service basis (charges based on a combination of one or more rating elements where Measured Service local exceptions are in effect).
- B. Local dial call: The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.
- C. The following service charges for operator assisted local calls apply in addition to the local dial rate applicable.
 - 1. Billing Surcharges for calls originating from other than payphone provider lines

	Nonrecurring Charge	USOC	
(a) (DELETED)			(D)
(b) Station-to-station operator assisted sent-paid, collect, and third number, each ¹	\$1.00	NA	(C)
(c) Person-to-person operator assisted calls, each	3.50	NA	
2. Billing Surcharges for calls originating from payphone provider lines			
(a) (DELETED)			(D)
(b) Station-to-station operator assisted sent-paid, collect, and third number, each ¹	1.75	NA	(C)
(c) Person-to-person operator assisted calls, each	3.25	NA	
3. Operator Dialed Surcharge ²			
(a) Station-to-station operator assisted or person-to-person operator assisted calls where the operator dials the terminating number, each	1.00	NA	(C)
4. Zero Minus Charge ³			
Provision of Area Code, Place Name (in what Area Code is a city or exchange), Ring Back (caller wants call back to test whether equipment connected to his line "rings" when outside caller dials his number), Operator Dialing of 800, 888, 877, 866 and 855 numbers on the caller's behalf; each request (one request per call)	1.25	NA	

Note 1: Applies when the operator dials number for Directory Assistance at the customer's request.

Note 2: An Operator Dialed Surcharge is in addition to any applicable Billing Surcharge for calls originating from other than payphone provider lines.

Note 3: Applies when customer dials zero and no other digits from a local exchange wireline, requests and receives service as described. This charge is not applied to requests originating from payphones or wireless.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Network Access Register Package (Cont'd)

A3.13.3 Rates (Cont'd)

B. Message Rate Network Access Register (NAR) Package (Cont'd)

3. MultiServ PLUS service or BellSouth Centrex service NAR Package (Cont'd) (T)

a. Rates shown are applicable to MultiServ PLUS service or BellSouth Centrex service applications. (Cont'd) (T)

(1) Per NAR¹ (Cont'd)

		Group						
		7	8	9	10	11	12	USOC
(d)	Both-way, Message Rate	\$7.73	\$7.94	\$8.14	\$8.29	\$8.43	\$8.56	M9QCS
(e)	One-way Inward, Message Rate	7.73	7.94	8.14	8.29	8.43	8.56	M9Q1S
(f)	One-way Outward, Message Rate	7.73	7.94	8.14	8.29	8.43	8.56	M9QOS

A3.14 Expanded Local WatsSaver Service (T)

A3.14.1 Description of Service

A. Expanded Local WatsSaver service is an optional service designed to provide economical service for business customers who generate a high volume of local usage to locations included in the Extended Calling Service area defined in A3.8.49 that are not included in the local calling area defined in A3.3. (T)

B. For a fixed monthly charge, customers receive a block of usage to exchanges in the Extended Calling Service area and a guaranteed rate per minute for applicable usage exceeding the original block of usage each month.

C. Individual message detail is included as part of this service.

D. Automated or operator assisted station-to-station, person-to-person, collect or bill to third party calls between qualifying Expanded Local WatsSaver service exchanges which are billed to the customer's account will be billed based on Expanded Local WatsSaver service rates. However, applicable operator assistance surcharges will also apply. (C)

A3.14.2 Regulation

A. Expanded Local WatsSaver service is available to individual line, PBX, ESSX service and Remote Call Forwarding (RCF) service. The service is not available to intraLATA only Outward WATS and combined Outward WATS, Mobile Telephone Service, Public and Semi-public Telephone Service, and Dormitory Communications Service. (T)

B. The service is offered on an account basis only. An account includes all individual lines, PBX trunks, or ESSX service network access registers in an account. At the customer's option, multiple accounts of a customer may be billed on the same bill, including accounts that represent separate locations, to comprise one Expanded Local WatsSaver service account. However, for the multiple accounts to be eligible for this service as a single account, all services in the multiple accounts must be billed on the same bill. Because this service is account based, partial billed to numbers (BTN) are not eligible for the service, i.e., the consolidation of local usage from multiple BTN without the consolidation of all other service elements associated with those BTN is not allowed. (T)

Note 1: Also applicable for Exchange Access, MegaLink channel service, LightGate service, and/or FlexServ service applications for MultiServ PLUS service or BellSouth Centrex service. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.24 Local Directory Assistance Call Completion (QuikComplete) Service (Cont'd)

A3.24.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
 1. UniServ DA number requests
 2. Non-Bell Exchange Carrier customers
 3. IntraLATA and InterLATA long distance calls
 4. Any Special Line Class Codes
 5. Mobile Telephone Users
 6. Alternately Billed Calls; e.g., Collect or Billed to Third Number
 7. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC
 8. Calls from tandems where the end user cannot be identified
 9. Calls from Payphone Service Provider coin or coinless stations

(C)

A3.24.5 Application of Charges and Exemptions

- A. The charges specified in A3.24.6 following will be applicable to all subscribers except handicapped customers who are exempt from Directory Assistance charges.
- B. Chargeable Calls
 1. For charging purposes, a DACC completed call is as defined in Section A1.

A3.24.6 Rates and Charges

- A. Service Charges
 - (1) Directory Assistance Call Completion Charge

	Rate	USOC
(a) Charge Per Completed Call	\$.00	NA

A3.25 Directory Assistance/Directory Assistance Call Completion Service

A3.25.1 Description of Service

- A. Directory Assistance/Directory Assistance Call Completion (DA/DACC) provides the subscribing customer a telephone company Local Exchange Subscriber telephone number and Local Call Completion to the number provided, if requested, given a listed name and address.
- B. DA/DACC is for use by Mobile Service Providers (MSPs) only, except as limited in A3.25.2 following.
- C. DA/DACC is provisioned via a dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Serving Office (MTSO) and the Company location where DA/DACC is provided.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.25 Directory Assistance/Directory Assistance Call Completion Service (Cont'd)

A3.25.1 Description of Service (Cont'd)

- D. DA/DACC is available only where billing and terminal capability exists.
- E. Access to detail records is included as a part of this service.

A3.25.2 General Regulations

- A. The subscribing DA/DACC Mobile Service Provider (MSP) must make arrangements with the Company for provision of dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Serving Office (MTSO) and the Company location where DA/DACC is provided.

A3.25.3 Use of the Service

- A. The service is furnished subject to all applicable regulations in Section A2. (T)

A3.25.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
 - 1. Non-Bell Exchange Company telephone numbers
 - 2. IntraLATA and InterLATA long distance calls
 - 3. Residence and Business Customers (T)
 - 4. Alternately Billed Calls; e.g., Collect or Billed to Third Number (C)

A3.25.5 Application of Charges

- A. Charges specified in A3.25.6 following will apply each time the subscriber receives a requested telephone company Local Exchange Subscriber telephone number.

A3.25.6 Rates and Charges

- A. Service Charges

(1) DA/DACC Charge

(a) Per Local Exchange Subscriber telephone number provided

Rate	USOC
\$.45	NA

A3.26 Reserved for Future Use

A3.27 CourtesyComplete Service (Obsoleted, See Section A103)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.32 Reserved for Future Use

A3.33 Reserved for Future Use

A3.34 Reserved for Future Use

A3.35 Network Access Service

A3.35.1 General

Network Access Service provides for exchange network calling for systems arranged for MegaLink ISDN¹ service as specified in Section B107. of the Private Line *Guidebook* and for ESSX ISDN service as specified in Section A112. (T)

A3.35.2 Regulations and Application of Rates

- A. The conditions and rates specified in other sections of this *Guidebook* for services which may be associated with this service are in addition to those specified, except as modified herein. (T)
- B. This service is only offered where facilities permit and is subject to availability as determined by the Company.
- C. These rates provide a usage based pricing plan for access and use of the local circuit switched network consisting of a fixed monthly charge and usage charges for outgoing local calls.
- D. The rates specified herein apply except where otherwise specified as a local exception in A3.8.
- E. Rotary charges provided herein for this service are in lieu of any other rotary charges. These charges are applicable on business lines, PBX trunks and NARs arranged for rotary service.
- F. Local calls that are not direct dialed sent paid, i.e., operator assisted, etc., will be billed individually at the same usage rates specified herein, in addition to any appropriate operator assisted local call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable calling allowance or usage billing reductions for direct dialed sent paid local calls. (C)
- G. When Network Access Service is provided, all other local exchange service on the same premises will be provided at the rates specified herein for the appropriate type service.

Note 1: MegaLink ISDN service obsolete 9-28-96. (See Section B107.) (T)

A4. SERVICE CHARGES

A4.2 Application of Charges (Cont'd)

A4.2.4 Secondary Service Charge Application (Cont'd)

- C. The Secondary Service Charge applies for: (Cont'd)
 - 5. Changing call referrals to another number at the customer's request.
- D. The Secondary service Charge is also applicable:
 - 1. When installing or changing a station line or changing a station number on ESSX-1 service.
 - 2. When adding or changing the operation of a NAR on ESSX service, Digital ESSX service, Centrex service, MultiServ PLUS service, or BellSouth Centrex service.

A4.2.5 Premises Work Charge Application

- A. The appropriate Line Connection Charge, Secondary Service Charge or Line Change Charge applies in addition to the Premises Work Charge.
- B. Premises Work Charges apply per customer request, per Company employee performing billable work on the customer's premises. The sum of their time is used to determine the number of 15-minute increments to be billed. Only one initial increment is to be billed per customer request except when the customer specifically requests more employees than the Company would normally dispatch. Where additional employees are specifically requested by the customer, the initial increment charge will also apply per additional Company employee specifically requested.
- C. Premises Work Charges apply:
 - 1. For, but not limited to, rearrangement of drop wire, protector and/or network interface.
- D. The charge for a Network Interface jack applies in addition to the appropriate Premises Work Charges for installing a Network Interface at the customer's request on existing service.

A4.2.6 Service Charge Exceptions

- A. Service Charges do not apply for:
 - 1. Adding Touch-Tone Service when no other services are requested.
 - 2. Changing from a private or semiprivate listing to a listed number.
 - 3. Changing from one flat, measured or message rate basic service (including Area Plus service and Complete Choice options) to another.
 - 4. Changing the primary listing of a residence customer to the name of the remaining spouse in event of death or divorce of the spouse currently listed.
 - 5. Converting existing customers to Lifeline.
 - 6. Establishing Customized Code Restriction for Lifeline customers.
 - 7. The move from a premises which has been destroyed or made untenable by a disaster such as a hurricane, tornado, fire, flood, etc., when equivalent service is established, at the new/temporary location or for the move back into the original location.
 - 8. Changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
 - 9. **(DELETED)** (D)
 - 10. Requests for full or partial disconnection.
 - 11. Upgrades from Back-Up Line service to business individual line service.
- B. When a customer's request is provided:
 - 1. In accordance with a promotional waiver, additional service subject to an equal or lesser Service Charge may be made a part of the same service order. Charges for Line Connection, Line Change, or Premises Work will apply, if applicable, for additional service.
 - 2. In accordance with the Service Charge Exceptions listed in A4.2.6.A. additional features or services subject to the Secondary Service Charge may be made a part of the waiver order. (T)
- C. Service charges for connection, move or change do not apply to telephone service previously provided over a Government System in military housing where there is no break in the continuity of service.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Toll Terminals (Cont'd)

A13.14.1 General (Cont'd)

- A. A Toll Terminal is a dedicated access trunk extending from the customer's premises to a premises of the Company for the purpose of completing toll calls originated at customer's location. These facilities may be arranged to: (Cont'd)
 - Option 3- route all 1+ dialed calls directly to the DDD network and by means of a screening code, allow only collect *or* third number calls to be completed by an operator. Rate quote capability is not available with this option, or (C)
 - Option 4- route all 1+ dialed calls directly to the toll network and 0+ dialed calls to an operator or automated service. Rate quote capability or screening is not available with this option.
- B. A Toll Terminal is furnished only from central offices which have been arranged to provide this service and is provided subject to the availability of the facilities. Further, access to the IDDD network as provided in A13.14.2.A is furnished only from central offices which provide IDDD with basic exchange service. (T)
- C. Toll Terminals are available to customers who have a requirement for placing a large amount of outgoing long distance toll messages.
- D. This service is prohibited for the completion of incoming toll messages, local exchange messages or messages of any nature other than long distance. The service is furnished only to customers who have local exchange service concurrently. All local calls and calls to certain Company numbers such as repair service, Public Emergency Service (911), local Directory Assistance, abbreviated dialing codes (N11), etc. must be completed over local exchange service.
- E. Toll Terminal telephone numbers will not be listed in the telephone directory.
- F. For customers subscribing to MegaLink Channel service, or LightGate service, network access toll service may be provided as shown in A13.14.2.B. (T)
- G. Subscribing to Toll Terminal service does not relieve the subscriber of responsibility for calls, other than Company intraLATA calls, which originate from the number. Failure of other long distance providers to act on the information digits passed to them could result in charges being placed on the subscriber's number.

A13.14.2 Rates

- A. Toll Terminals
 - 1. Option 1 - Toll Terminal arranged for connection to the Operator System

	Monthly Rate	USOC
(a) Each ^{1,2,3}	\$-	TTT

Note 1: Monthly rates as contained in Section A3 for individual business main line for the serving exchange Rate Group are applicable for Toll Terminals. Installation charges are those contained in Section A4. for individual business main line service. Only one Service Order Charge applies when more than one service of the same type is ordered for termination at the same premises at the same time.

Note 2: Not available for Optional Calling Plans.

Note 3: Does not block International dialed calls.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Toll Terminals (Cont'd)

A13.14.2 Rates (Cont'd)

		Monthly Rate	USOC
A.	Toll Terminals (Cont'd)		
2.	Option 2 - Toll Terminal arranged for connection to either the Operator System or the DDD network		
	(a) Each ^{1,2}	\$-	TTTXA
3.	Option 2 - Toll Terminal arranged for connection to either the Operator System the DDD network and the IDDD network		
	(a) Each ^{1,2,3}	-	TTTXB
4.	Option 3 - Toll Terminal for use by Hotels arranged for connection to the DDD network and by means of a screening code, allow only collect or third number calls to be completed by an operator (C)		
	(a) Each ^{1,3}	-	TTTXC
5.	Option 3 - Toll Terminal for use by Hospitals arranged for connection to the DDD network and by means of a screening code, allow only collect or third number calls to be completed by an operator (C)		
	(a) Each ^{1,3}	-	TTTXX
6.	Option 4 - Toll Terminal arranged for connection to the DDD network		
	(a) Each ^{1,3}	-	TTTXXF
B.	Toll Terminal in conjunction with MegaLink Channel service and LightGate service. (T)		
1.	Option 1 - Toll Terminal arranged for connection to the Operator System		
	(a) Per voice equivalent channel ^{2,3}	3.00	TTTTYX
2.	Option 2 - Toll Terminal arranged for connection to either the Operator System or the DDD network		
	(a) Per voice equivalent channel ²	3.00	TTTTYA
3.	Option 2 - Toll Terminal arranged for connection to either the Operator System or the DDD network and the IDDD network		
	(a) Per voice equivalent channel ^{2,3}	3.00	TTTTYB
4.	Option 3 - Toll Terminal for use by Hotels arranged for connection to the DDD network and by means of a screening code, allow only collect or third number calls to be completed by an operator (C)		
	(a) Per voice equivalent channel ³	3.00	TTTTYC
5.	Option 3 - Toll Terminal for use by Hospitals arranged for connection to the DDD network and by means of a screening code, allow only collect or third number calls to be completed by an operator (C)		
	(a) Per voice equivalent channel ³	\$3.00	TTTTYE
6.	Option 4 - Toll Terminal arranged for connection to the DDD network		
	(a) Per voice equivalent channel ³	3.00	TTTTYF

A13.15 (DELETED)

Note 1: Monthly rates as contained in Section A3. for individual business main line for the serving exchange Rate Group are applicable for Toll Terminals. Installation charges are those contained in Section A4. for individual business main line service. Only one Service Order Charge applies when more than one service of the same type is ordered for termination at the same premises at the same time.

Note 2: Not available for Optional Calling Plans.

Note 3: Does not block International dialed calls.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.20 Customized Code Restrictions (CCR)

A13.20.1 General

- A. Customized Code Restrictions (CCR) will provide a choice of code restriction options for selected outgoing calls. Each option will permit local calls, except local calls to an expanded local area which may be restricted by Options #1(b) and #3(b) as specified in A13.20.3 following. Additionally, non-chargeable calls to Company numbers such as repair service, emergency numbers (911) and toll free 1+8XX calling will be permitted with all blocking options. (C)
- B. Customized Code Restrictions will be available to basic exchange customers with Individual Line Residence Service, Business Service or PBX Trunks in either Flat Rate, Message Rate or Measured Rate environment.
However, Options #1(b) and #3(b) will not be available to Hotels, Motels, Hospitals, Pay telephone providers and others who provide telephone service to the transient public.
- C. Subscribers dialing restricted codes in the CCR Dialing Plan will be sent to an appropriate recorded announcement.
- D. Customized Code Restrictions are furnished only from central offices which have been arranged to provide these services. The services are provided subject to the availability of facilities.
- E. It shall be the responsibility of the subscriber to notify all authorized users of service with Option #1, 2, 3 or 7 that it is impossible to reach a Company operator using the restricted telephone. The Company shall notify customers that stickers are available and shall provide, at the customer's request, stickers that may be placed on the customer's telephone.
- F. The Company shall not be liable to any person for damages of any nature or kind arising out of, resulting from, or in connection with the provision of Customized Code Restrictions offered herein, including, without limitation the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing plan options listed hereunder.
- G. Customized Code Restriction may be furnished at no charge in connection with the Toll Credit Limit (TCL) process.
- H. Customized Code Restriction will be established and provided at no charge for customers receiving Lifeline service under the authority of Section A3.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service (Cont'd)

A13.79.1 General (Cont'd)

- D. This service is furnished subject to the availability of the 211 number.
- E. 211 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc).
- F. Limitations and use of service as stated in Section A2. apply. (T)
- G. Directory Listings may be provided for 211 at rates and regulations as specified in Section A6. (T)
- H. Access to 211 is not available to the following classes of service:
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing *or* Collect Calls) (C)
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

In addition, operator assisted calls to the 211 subscriber will not be completed.
- I. The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly.
- J. An "affiliate" of a 211 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 211 subscriber. The term "control" (including the terms "controlling", "controlled by:", and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 211 subscriber becomes an affiliate of or is acquired by another 211 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 211 number within 6 months of the merger or acquisition.
- K. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Calling Number Identification service in A13. (T)
- L. Calls to a disconnected 211 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

A13.79.2 Service Requirements and Conditions

- A. All requests for 211 must be submitted in writing to the Company for assignment of 211. The Company will allocate 211 Dialing Service numbers in the specified Basic Local Calling Areas (BLCAs) pursuant to non-discriminatory procedures approved by the Company.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service (Cont'd)

A13.81.1 General (Cont'd)

H. Access to 511 is not available to the following classes of service:

- Payphone Service Provider Telephones (PSPs)
- Hotel/Motel/Hospital Service
- 1+
- 0+, 0- (Third-Party Billing *or* Collect Calls)
- Inmate Service
- 101XXXX
- Cellular - Type 2A

In addition, operator assisted calls to the 511 subscriber will not be completed.

- I.** The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.
- J.** An "affiliate" of a 511 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term "control" (including the terms "controlling", "controlled by", and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within 6 months of the merger or acquisition.

- K.** 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Identification service in A13.
- L.** Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

A13.81.2 Service Requirements and Conditions

- A.** All requests for 511 must be submitted in writing to the Company for assignment of 511. The Company will allocate 511 Dialing Service numbers in the specified Basic Local Calling Areas (BLCAs) pursuant to non-discriminatory procedures approved by the Company.
- B.** The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.
- If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 number will be recalled and the number will be considered available for reassignment as specified in A preceding. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.
- C.** The 511 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is affected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 511 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.82 311 for Non-Emergency Municipal Use

A13.82.1 General

- A.** 311 for Non-Emergency Municipal Use (“311”) is a three digit local dialing arrangement available in specified areas from BellSouth Telecommunications, Inc. (“Company”), for delivery of general information via voice grade facilities. The Federal Communications Commission (FCC) in CC Docket 92-105, assigned the 311 code for access to non-emergency police and other government agencies. The 311 subscriber must comply with any orders and rules pertaining to 311, adopted by the FCC in rulemaking proceeding CC Docket 92-105. Eligible customers that have already received 311 pursuant to the FCC requirements will be considered to be the assignee.
- B.** 311 is available from BellSouth in BellSouth Territory only. To provide access to 311 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users per central office switch, the 311 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 311 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach non-emergency police and other governmental agencies by dialing 311.
- C.** 311 will be assigned to the subscriber on a central office-by-central office basis, as facilities permit.
- D.** 311 for Non-Emergency Municipal Use is subject to the availability of 311 as an abbreviated dialing code and will be deployed by BellSouth on a “first come, first served” basis.
- E.** 311 for Non-Emergency Municipal Use can be accessed via regular exchange access lines (by individual business lines, PBX trunks, etc.) unless such lines invoke N11 dialing restrictions or other customized dialing restrictions.
- F.** Limitations and use of service as stated in Section A2. apply.
- G.** Directory Listings may be provided for 311 for Non-Emergency Municipal Use at rates and regulations as specified in Section A6.
- H.** Access to 311 may not be available to the following classes of service:
- Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing *or* Collect Calls)
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A
- In addition, operator assisted calls to the 311 subscriber will not be completed.
- I.** The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity without prior approval from the Company.
- J.** An “affiliate” of a 311 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 311 subscriber. The term “control” (including the terms “controlling”, “controlled by, and under common control with”) means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.
- If a 311 subscriber becomes an affiliate of or is acquired by another 311 subscriber through merger, acquisition, annexation or otherwise, then the affiliated subscribers must surrender all but one 311 number within 6 months of the merger or acquisition.
- K.** 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Calling Number Identification service in A13.
- L.** Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of 60 days, when the 311 subscriber is a Company subscriber. The announcement provided may refer the caller to another telephone number.
- M.** If central offices are merged, and a 311 “point-to” number exists in both central offices, the 311 subscriber who established 311 first in time will be entitled to retain the 311 “point-to” number in the merged central office except in service designs utilizing 311 AIN Zip Code Routing. 311 AIN Zip Code Routing will allow more than one 311 subscriber to utilize the same central office.
- N.** 311 arrangements are provided via standard switched based RCF technology or alternatively utilizing 311 AIN Zip Code Routing at the 311 subscriber’s option.

(C)

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.83 811 CALL BEFORE YOU DIG SERVICE

A13.83.1 General

- A.** 811 Call Before You Dig Service ("811") is a three (3) digit local dialing arrangement used for the One Call Center. One call notification is a communication system established by operators of underground facilities and/or state governments to provide a means for excavators and the general public to notify facility operators in advance of their intent to engage in excavation activities.

This service is provided pursuant to the Federal Communications Commission's (FCC's) Sixth Report and Order in CC Docket No. 92-105, which designated "811 as the national abbreviated dialing code to be used by state One Call notification systems for providing advanced notice of excavation activities to underground facility operators in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act)."

- B.** Callers who dial 811 will be routed to the call center via the local 7 or 10 digit or a toll free "point-to" number selected by the One Call Center. There will be no charge to the end user dialing 811.

- C.** Access to 811 is not available to the following:

- Hotel/Motel/Hospital Service
- 1+
- 0+, 0- (Third-Party Billing *or* Collect Calls)
- Inmate Service
- 101XXXX
- Cellular - Type 2A
- Independent Telephone Companies (ICOs)

In addition, operator assisted calls to the 811 subscriber will not be completed.

- D.** 811 will be assigned on a central office-by-central office basis, as facilities permit. 811 will be provided under the following conditions.
1. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 811 without impairing the Company's general telephone service or telephone plant.
 2. Calls to a disconnected Public Dialing Service code (including 811) will be routed to intercept announcement facilities for a maximum of sixty (60) days. The announcement provided may refer the caller to another telephone number.
 3. Provision of recorded messages and/or announcements associated with 811 Call Before You Dig Service is the sole responsibility of the 811 subscriber.
 4. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this service. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

A13.83.2 Rates and Charges

- A.** Application of Rates

1. 811 subscribers will pay the normal charges for their local exchange access arrangements (e.g., PBX trunks, Centrex Type Services, lines, etc.) used for transporting and terminating messages at the 811 subscriber's designated premises.
2. Applicable service order charges as specified in Section A4. will apply, in addition to the following rates.
3. Suspension of 811 as covered in Section A2. is not applicable for this service.
4. A Central Office Activation charge will apply per central office switch translated to the lead number.
5. A charge will apply to changes to the point-to number at the subscriber's request, per 811 Dialing Service, per central office switch.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.1 Application

- A. This *Guidebook* applies to long distance message telecommunications service furnished or made available by the Company and its connecting companies between two or more points which are located in the same Local Access and Transport Area (LATA) within the State of Florida where the respective rate centers of such points also are located in said state. (T)

A18.2 General

- A. Long distance message telecommunications service is that of furnishing facilities for communications between stations in different rate centers for either two-point or conference service.
- B. Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in A18.5. (T)

A18.3 Two-Point Service

A18.3.1 Service Between Land Wire Telephones

- A. Classes of Service
- Service is offered on a Station-to-Station or Person-to-Person basis. The Station-to-Station class of service is furnished on an Operator Handled basis or on a Direct Distance Dialing basis. (C)
1. Dial Station-to-Station
 - a. Dial Station-to-Station rates apply only to sent-paid, station-to-station dial type telephone communication.
 - b. Dial type telephone communication denotes a call dialed and completed by the customer from a residence or business telephone without the assistance of an operator and the call is not billed to a number other than the originating number. The services of an operator will not be used in connection with completing a call, or in furnishing any information or assistance relating to billing or charges for such call, except that an operator will:
 - (1) Reestablish a call which has been interrupted after the called number has been reached or,
 - (2) Reach the called telephone number where facilities are not available for customer dial completion.
 - (3) Record the originating telephone number where no automatic recording equipment is available.
 - (4) Record a special identification number issued by the Company for its billing purposes to students who reside at dormitories of educational institutions served by a Dormitory Service, or a PBX equipped with Direct Inward Dialing (DID) and Identified Outward Dial (IOD) service for a call dialed from a dormitory station.
 - (5) Place a call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.
 - c. Dial Station-to-Station rates do not apply on calls placed from a public or semipublic coin telephone.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.3 Two-Point Service (Cont'd)

A18.3.1 Service Between Land Wire Telephones (Cont'd)

A. Classes of Service (Cont'd)

2. Operator Station-to-Station service is telephone communication where the person originating the call dials or gives to the operator the telephone number of the desired telephone, Miscellaneous Common Carrier connecting circuit, branch exchange system, or branch exchange station which is reached directly rather than through a branch exchange attendant, or gives to the operator only the name and address under which the number of the desired telephone, Miscellaneous Common Carrier connecting circuit, or branch exchange system is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier, nor a particular station, department or office to be reached through a branch exchange attendant.
3. **(DELETED)** (D)
4. Person-to-Person Service
 - a. Person-to-Person service is telephone communication where the person originating the call dials or gives to the operator the desired telephone number and specifies a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier operator or a particular station, department or office to be reached through a private branch exchange attendant.
 - b. When, after the telephone, Miscellaneous Common Carrier mobile radio system, or branch exchange system called has been reached, the person originating the call requests or agrees to talk to any other person, mobile unit, station, department or office other than the one specified, the classification of the call remains Person-to-Person.

B. Rating of Messages

1. Rates are quoted in terms of initial and additional minutes.
 - a. The initial minute rates given in the basic rate table in H following for calls originated from a residence class of service are for the initial minute or any fraction thereof of a chargeable telephone connection. The additional minute rates given in the same table are for each additional minute or any fraction thereof that the telephone connection continues beyond the initial minute.
 - b. The initial minute rates given in the basic rate table in H following for calls originated from a business class of service are for the initial minute or any fraction thereof of a chargeable telephone connection. The additional minute rates given in the same table are for each additional minute or any fraction thereof that the telephone connection continues beyond the initial minute.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.3 Two-Point Service (Cont'd)

A18.3.1 Service Between Land Wire Telephones (Cont'd)

H. Rates and Charges (Cont'd)

2. Billing and Operator Surcharges

a. The following charges are in addition to the Basic Rate Table preceding when the call is placed using the following classes of service:

(1) Billing Surcharges for calls originating from other than payphone provider lines

	Charge Per Call	USOC	
(a) (DELETED)			(D)
(b) Operator Station-to-Station ¹ (sent paid, collect or bill to third number)	\$1.00	NA	(C)
(c) Person-to-Person	3.50	NA	

(2) Billing Surcharges for calls originating from payphone provider lines

(a) (DELETED)			(D)
(b) Operator Station-to-Station ¹ (sent paid, collect or bill to third number)	1.75	NA	(C)
(c) Person-to-Person	3.25	NA	

(3) Operator Dialed Surcharge²

(a) Operator Station-to-Station or Person-to-Person where the operator dials the terminating number	1.00	NA	(C)
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3. Discounts and Applicable Rate Periods

a. Discounts apply equally to the total charges for all messages with fractional amounts rounded down to the lower cent. Discounts do not apply to surcharges shown in 2. preceding.

(1) Residence

	Applicable Discounts						
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
7:00 AM to 6:00 PM ³	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate
6:00 PM to 7:00 AM ³	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate
Peak period = full rate							
Off-Peak period = full rate							

(2) Business

	Applicable Discounts						
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
7:00 AM to 7:00 PM ³	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate
7:00 PM to 7:00 AM ³	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate
Peak period = full rate							
Off-Peak period = full rate							

Note 1: Applies when the operator dials number for Directory Assistance at the customer's request.

Note 2: An Operator Dialed Surcharge is in addition to any applicable Billing Surcharge for calls originating from other than payphone provider lines.

Note 3: To, but not including.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.9 Reserved for Future Use**A18.10 Reserved for Future Use****A18.11 Reserved for Future Use****A18.12 Reserved for Future Use****A18.13 Calling Plans - Saver Service**

(T)

A18.13.1 Description of Service

- A. Saver service is a set of specially designed toll Optional Calling Plans applicable to intrastate long distance calls originated and terminated in the customer's home Calling Zone/LATA. (C)
- B. Individual message detail is included as part of this service.
- C. The service is offered in connection with outward customer dialed station-to-station calling plus station-to-station, person-to-person, or collect calls which are billed to the customer's account. Saver service discounts only apply to the message toll rates associated with such calls. (C)
- D. The service is available in connection with individual line, PBX, Centrex Type Services and Remote Call Forwarding (RCF) Service, except as specified in Section A2., with the exceptions of A2.2.1.A. and A2.2.1.B. which restrict the use of the service. (T)
 - 1. In connection with this service a customer may elect to simulate a two-way calling service as follows:
 - At the subscriber's premises (originating facility), the service is provisioned from the subscriber's premises through the use of the subscriber's existing exchange service and via the switched toll network to the long distance geographic location selected by the subscriber (originating call).
 - At the distant location (terminating facility), the service is provisioned from the long distance point, through the use of Remote Call Forwarding (RCF) facilities, at monthly RCF rates as specified in A13.11.5, in the distant location. A local telephone number will be assigned to the RCF facility. All calls to this RCF number will be remotely forwarded via the switched toll network to the "originating facilities" participating in the particular service. (T)
- Saver service, when offered in conjunction with Remote Call Forwarding, is available on a Revenue Accounting Office (RAO) basis only; i.e., a customer must select from the available plan options for each RAO which provides billing for specific geographic locations within the Company's serving area. (T)
- E. The service is offered on an account basis only which would include the number of individual lines, MultiServ service Main Station Lines, PBX trunks, Centrex equivalent trunks or ESSX service, Digital ESSX service, MultiServ PLUS service, and BellSouth Centrex service network access registers in the account. (T)
- F. All Saver service plans designated as Outside Expanded Local (OEL) plans are limited to subscribers whose main (billing) location is in an area where an Extended Calling Service plan has been implemented. Only intrastate, intraLATA toll calls are subject to OEL rates in A18.13.6. (T)

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.14 Toll Directory Assistance Call Completion (QuikComplete) Service (T)

A18.14.1 Description of Service

- A. Toll Directory Assistance Call Completion (DACC) is an optional service provided to users of Toll Directory Assistance (DA) Service. Toll DA customers may choose to have the telephone number they are requesting dialed by the DA Operator System.
- B. The service is available to Business and Residence customers except as limited in A18.14.4. (T)
- C. Individual message detail is not included as a part of this service.
- D. The service is available only where billing and terminal capability exists.
- E. Customers may request blocking of DACC Calls originating from their telephone lines by contacting the local Company Business Office.

A18.14.2 General Regulations

- A. The service is not subject to concessions.

A18.14.3 Use of the Service

- A. The service is furnished subject to all applicable regulations in section A2.

A18.14.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
 - 1. UniServ DA number requests
 - 2. Non-Bell Exchange Carrier customers
 - 3. Any Special Line Class Codes
 - 4. Alternately Billed Calls; e.g., Collect or Billed to Third Number (C)
 - 5. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC
 - 6. Calls from tandems where the end user cannot be identified
 - 7. Calls from Payphone Service Provider coin or coinless stations

A18.14.5 Application of Charges and Exemptions

- A. The charges specified in A18.14.6 following will be applicable to all subscribers except handicapped customers who are exempt from Directory Assistance charges.
- B. Chargeable Calls
 - 1. For charging purposes, a DACC completed call is as defined in Section A1.

A18.14.6 Rates and Charges

- A. Service Charges
 - (1) Directory Assistance Call Completion Charge

(a) Charge Per Completed Call	Rate \$.00	USOC NA
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A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.15 Reserved for Future Use

A18.16 Reserved for Future Use

A18.17 GeoServ Service (Obsoleted, See Section A118.)

(T)

A18.18 Easy Calling Plans

A18.18.1 Plan No. 1

A. Description of Service

1. Plan No. 1 is an optional calling plan that is available to residence customers only, subject to the criteria in B. following. Plan No. 1 allows all direct dialed sent paid (non-operator assisted) intrastate calls that originate and terminate in the customer's home Calling Zone/LATA to be rated at \$.10 per minute rather than the rate schedule shown in A18.3.1.H.1.

B. Limitations of Subscription

Plan No. 1 is only available to residential customers that meet one of the following criteria.

1. Contacted by a *Company* representative or Agent of *the Company* and offered the plan. (T)
2. Averaged at least \$3.00 of intraLATA toll billing by *the Company* over the last three months. (T)
3. Subscribe to Complete Choice service. (T)

C. Application of Charges

1. The initial period for telephone connection between all points is thirty seconds. Additional periods are billed in one-tenth minute increments.
2. Time-of-day discounts specified in A18.3.1.H.3 or volume discounts specified in A18.3.7 do not apply to Plan No. 1 calls.
3. Plan No. 1 rates do not apply to the usage associated with other optional calling plans *or* operator assisted calls. (C)
4. Subscription to Plan No. 1 is on a per line basis.
5. Normal service charges specified in Section A4. do not apply for subscribing to this plan, or canceling subscription to this plan. (T)
6. The new rate applies only to calls made after the service effective date for this plan.

D. Rates and Charges

1. Rates per increment of time

		Initial Thirty	Each Additional	
		Seconds	One-Tenth Min	
(a) per call	Mileage Band	Seconds		USOC
	All	\$.05	\$.01	OC910

A18.19 Reserved For Future Use

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.21 Custom Rate Plan

A18.21.1 Plan Details

A. Description of Service

1. Custom Rate Plan is an Optional Calling Plan offered to residential customers and is applicable to intrastate intraLATA long distance calls originated and terminated in the customer's home state. Eligible calls include those dialed on a Station-to-Station basis (as either Dial or Operator) or on a Person-to-Person basis. (C)
2. Individual message detail is included as part of this service.
3. This service is available only in exchanges served by *the Company* where facilities and billing capabilities exist. (T)

B. Timing of Messages

1. Initial thirty second rates given in the rate schedule in E.3. following are for connections of thirty seconds or any fraction thereof. All additional one-tenth minute rates given in the rate schedule in E.3. following are for each additional one-tenth minute or any fraction thereof that the connection continues beyond the first thirty seconds.
2. The time at the beginning of each billing increment determines the applicable rate period for that billing increment. The time observed at the rate center of the calling station applies, whether the call is originated as sent-paid or collect.
3. On Station-to-Station calls, chargeable time begins when connection is established between the calling station and the called station, Miscellaneous Common Carrier mobile radio system, or PBX system.
4. On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.
5. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
6. Chargeable time does not include time lost because of faults or defects in the service.

C. Reversal of Charges (Collect Calls)

1. Collect calls are permissible for all telephone calls provided the charges are accepted at the called station.
2. The regularly established Operator Station-to-Station or Person-to-Person rates of A18.3.1.H.2 apply.

D. Rates Applicable on Certain Holidays

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day, and Labor Day, the holiday rate applicable is the discount rate in E.4. following.

E. Rates and Charges

1. There is no monthly recurring charge for this service.
2. Charges for each eligible message are determined as follows:
 - a. The initial billing increment for telephone connections between all points is thirty seconds. Additional billing increments are in one-tenth minute increments. Initial thirty second and additional one-tenth minute rates for all messages are specified in the Basic Rate Schedule Table in 3. following.
 - b. If any portion of a message occurs in the discount rate period, the Basic Rate Schedule charges are discounted, as specified in 4. following.
 - c. For any Operator Station-to-Station, or Person-to-Person message, the applicable Billing and Operator Surcharges (C) specified in 5. following are added to the Basic Rate Schedule charge.

A18. OPTIONAL CALLING PLANS

A18.21 Custom Rate Plan (Cont'd)

A18.21. Plan Details (Cont'd)

E. Rates and Charges (Cont'd)

3. Basic Rate Schedule

a. The following table contains the initial thirty second and additional one-tenth minute rates for the Day rate period for all call classes. These rates are based on chargeable time (duration) of the message, as specified in B. preceding.

b. Basic Rate Schedule (Day Rate Period)

(1) Rate Mileage

	Initial Thirty Seconds	Additional One-Tenth Minute Each Or Fraction Thereof	USOC OSR20
(a) All distances	\$05	\$01	

4. Rate Periods and Rate Discounts

a. Rate periods and rate discounts are described in the table following.

	Rates and Applicable Periods						
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
7:00 AM to 6:00 PM ¹	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	50% Disc.	50% Disc.
6:00 PM to 7:00 AM ¹	50% Disc.	50% Disc.	50% Disc.	50% Disc.	50% Disc.	50% Disc.	50% Disc.

b. Day Rate Period = Full Rate = Peak Period

Discount Rate Period = 50% Discount = Off-Peak Period

c. Discounts for the discount rate period are expressed as a percent reduction of the Basic Rate Schedule charges (in 3. preceding). The discount is applied to the total Basic Rate Schedule charge for that portion of a message occurring within the reduced rate period. When application of the discount results in a fractional charge, the amount will be rounded down to the lower cent.

d. No discount applies for that portion of a message occurring in the Day rate period.

e. When a message spans more than one rate period, total charges for the billing increments in each rate period are calculated and the results for each rate period are totaled to obtain the total message charge.

5. Billing and Operator Surcharges

a. For station-to-station (Operator) and person-to-person messages, the applicable Billing and Operator Surcharges shown in A18.3.1.H.2. are in addition to the Basic Rate Schedule charge for that message. Discounts do not apply to the Billing and Operator Surcharges.

(C)

Note 1: To, but not including.

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS)

A42.1.1 General

- A. ISDN - Business Service (IBS) will be offered only under a Flat Rate Threshold Pricing Plan or a Usage Option Plan.
1. The Flat Rate Threshold Pricing plan allows up to 320 hours of use each month per DSL at the flat rate. Minutes of use rates will apply for all usage above the 320 hours per DSL threshold.
 2. Usage Option Plans will be available for various thresholds of local use only on National ISDN lines. Usage Option Plans not available for IBS lines associated with a Centrex based system.
 - a. Usage Option Plan A - The Basic Local Calling area for Usage Option Plan A will be the LATA boundary. Local usage under Usage Option Plan A will be recorded on originating calls terminating within the LATA. Minutes of use rates will apply for all local usage. This plan is limited to outward only.
 - b. Usage Option Plan B will have unlimited usage inside the Extended Local Calling Area. The Extended Local Calling Area for Usage Option Plan B will be the Basic Local Calling Area plus the Extended Calling Area as described in Section A3.
 3. The following stipulations apply only when the IBS line from which the call originates subscribes to a Usage Option Plan.

Calls completed with operator assistance within the Basic Local Calling Area and Extended local calling area will be rated at the Usage Option Plan usage charges in addition to the appropriate Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable usage allowances or caps. (C)
 4. Reduced toll rates as specified in this section will be applied to toll calls outside the Extended Local Calling Area but within the LATA for all calls billed to a IBS line subscribing to Usage Option Plan B. Operator assisted charges as specified in Section A3. apply to operator handled calls in addition to the usage charges specified. (C)
- All IBS lines in an earning account must be in the same type Plan, i.e., all Usage Option Plan A's, Threshold, etc. Hunting between various types of plans will not be allowed.
- A minimum service period of three months will be required on IBS lines whether established under a Flat Rate Threshold Pricing Plan or a Usage Option Plan. Termination Charges as defined in this *Guidebook* will apply if the customer terminates or disconnects the service prior to fulfilling the three months period. (T)
- B. ISDN - Business Service (IBS) is a new intraLATA group of offerings supported by the Integrated Services Digital Network (ISDN) architecture. IBS supports simultaneous transmission of voice and data services on the same exchange access line. Calling/Called Number Delivery, Calling Name Delivery and Call Hold are included with this service. IBS is available where facilities permit.
- C. IBS provides a new method of access to the telephone network called Basic Rate Access. Basic Rate Access will consist of one or two 64 Kbps (B) channels and one 16 Kbps (D) channel at the service delivery point.
- D. IBS is provided through Basic Rate Access. Features are available to increase the capability of the Bearer Alternative Service and may be subscribed to on an as-needed basis.
- E. B channel circuit switched services offer up to 64 Kbps intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or data transmission paths on a per call selection basis. Transmission on the B channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. This option includes one directory number (DN).

A139. OBSOLETE SERVICES OFFERINGS - ABBREVIATED DIALING**A139.1 Three-Digit Dialing Service (N11) (Cont'd)****A139.1.1 General (Cont'd)**

P. Access to N11 Service is not available to the following classes of service:

- Payphone Service Provider Telephones (PSPs)
- Hotel/Motel/Hospital Service
- 1+
- 0+, 0- (Third-Party Billing *or* Collect Calls)
- Inmate Service
- 101XXXX
- Four-party Stations
- Cellular - Type 2A

In addition, operator assisted calls to an N11 subscriber will not be completed.

- Q.** N11 Service will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Calling Number Identification service in Section A13., as available. (T)
- R.** The N11 subscriber is restricted from selling or transferring the N11 number to an unaffiliated entity, either directly or indirectly. (C)
- S.** If an N11 subscriber becomes an affiliate of or is acquired by another N11 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one N11 number within 90 days of the merger or acquisition.
- T.** If local calling areas are merged, and an N11 number exists in both areas, the N11 subscriber who established the N11 Service first in time will be entitled to retain the N11 Service in the merged local calling area.
- U.** The N11 subscriber is prohibited from providing programming which involves live group interaction, such as "GAB" lines, "chat" lines, or similar type programs where the primary purpose is for callers to interact with one another.