

## TARIFF DISTRIBUTION

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PURPOSE: This guidebook update modifies directory and operator assistance exemptions language for disabled customers in support of a uniform process for all ILEC states.

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### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.9 Directory Assistance Service

##### A3.9.1 General

A. The Company furnishes a Directory Assistance Service for the purpose of aiding subscribers in obtaining telephone numbers.

##### A3.9.2 Rates and Charges

A. Directory Assistance - request of a telephone number - (maximum of three requests per call.)

	Rate	USOC
1. Within the Company's local calling area for the originating line		
(a) Per Call	\$2.29	NA
2. Outside the Company's local and LATA/NPA serving areas for the originating line <sup>1</sup>		(C)
(b) Per Call	2.29	NA
B. Directory Assistance for Public Service Providers		
1. All calls to Directory Assistance		
(a) Per Call	.35	NA
C. <i>Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory due to a disability which can be confirmed by a physician or certifying agent. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of directory service requests, such as requests for numbers outside of the Company's local calling and LATA/NPA serving areas for the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Local Directory Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Directory Assistance exemption is a voluntary program of the Company that may be terminated at any time.</i>		(C)

Note 1: No allowances, exemptions, or exceptions apply. This service is available where technically feasible.

(N)

## A3. BASIC LOCAL EXCHANGE SERVICE

### A3.10 Operator Assisted Local Calls (Cont'd)

#### A3.10.1 Operator Assistance Charges (Cont'd)

- D. In addition to applicable service charge(s), each local non-sent paid call originating from a payphone provider line and utilizing the Company's operator handling services will be rated at **\$.50**.
- E. The following Operator Assisted Local Calls are exempted from the service charge:
  1. Calls to designated Company numbers for official telephone business.
  2. Emergency calls to recognizable authorized civil agencies.
  3. Those cases where a Company operator provides assistance to:
    - a. Reestablish a call which has been interrupted after the called number has been reached.
    - b. Reach the called telephone number where facility problems prevent customer dial completion.
    - c. *Operator Assistance (OA) may be provided at no charge to persons who are unable to use a telephone due to a disability which can be confirmed by a physician or certifying agent. Operator Assistance service charges will not be charged to the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Operator Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Operator Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Operator Assistance exemption is a voluntary program of the Company that may be terminated at any time.* (C)

#### A3.10.2 Operator Assisted Premium Plan

- A. A premium is defined as a commission applicable to surcharge revenue associated with local operator assisted call requests sent to the Company by the customer. Such premiums may be payable to subscribing customers based on the Company's surcharge revenue generated by said calls. These calls must:
  1. originate from a telephone line associated with the customer's account,
  2. originate and terminate in the same Basic Local Calling Area,
  3. be carried and completed by the Company via Company facilities and
  4. be billed by the Company.

In the event the company billing records used to determine the premiums are destroyed or lost, the Company shall not be liable for payments of premiums on such lost data.

### A3.11 Verification and Emergency Interrupt Service

#### A3.11.1 General

Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

- A. Verification
  1. The Company furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local subscriber line.
  2. A subscriber originated request for verification of a local number other than an emergency agency number is a chargeable verification request if a Company operator determines that the line is in use. No charge applies if the line is out of order.

### 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

##### A3.24.5 Application of Charges and Exemptions

- A. The charges specified in A3.24.6 following will be applicable to all subscribers except *disabled* customers who are exempt from Directory Assistance charges, *as detailed in A3.9.2.* (T)
- 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.

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## 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.

### 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.

### 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.

##### 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 unable to dial the call because of *a disability*.
- c. Dial Station-to-Station rates do not apply on calls placed from a public or semipublic coin telephone.

(T)

**A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

**A18.6 Reserved for Future Use**

**A18.7 Directory Assistance Service**

**A18.7.1 General**

The Company furnishes directory assistance for the purpose of aiding subscribers in obtaining telephone numbers.

**A18.7.2 Rates and Charges**

A.	Directory Assistance - request of a telephone number (maximum of three requests per call)	<b>Rate</b>	<b>USOC</b>	
	1. Outside the Company's local calling area but within the Company's LATA/NPA serving area for the originating line			
	(a) Per Call	\$2.29	NA	
	2. Outside the Company's local calling and LATA/NPA serving areas for the originating line <sup>1</sup>			(C)
	(b) Per Call	2.29	NA	
B.	Directory Assistance for Public Service Providers			
	1. All calls to Directory Assistance			
	(a) Per Call	.35	NA	
C.	<i>Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory due to a disability which can be confirmed by a physician or certifying agent. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of directory service requests, such as requests for numbers outside of the Company's local calling and LATA/NPA serving areas for the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Local Directory Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Directory Assistance exemption is a voluntary program of the Company that may be terminated at any time.</i>			(C)

Note 1: No allowances, exemptions, or exceptions apply. This service is available where technically feasible. (N)

**A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

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

**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.
- 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
  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 *disabled* customers who are exempt from Directory Assistance charges, *as detailed in A3.9.2.* (T)
- 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

	<b>Rate</b>	<b>USOC</b>
(a) Charge Per Completed Call	<b>\$.00</b>	<b>NA</b>