# **TARIFF DISTRIBUTION**

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TYPE OF DISTRIBUTION: Approved

PURPOSE: Effective March 19, 2016, Collect, Person to Person, Bill to a Third

Number calls, Local Operator Verification/Interruption Service and

Zero Minus (0-) Charging services are discontinued.

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# A1. DEFINITION OF TERMS

## **ACCESSORIES**

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically or inductively connected to the communications path of the telecommunications systems.

#### ADD-ON

A Centrex feature which permits a station user to add another station to the conversation on incoming central office trunk calls

#### AFFILIATED ENTITIES

Affiliated entities are those corporations, partnerships, proprietorships or other groups that hold stock in excess of fifty percent (50%) of the stock of the entity which claims to be affiliated.

#### AGENT OR REPRESENTATIVE

One authorized to act on behalf of another, usually by legal contract.

#### ALTERNATING CURRENT SUPPLY

Electrical energy which is used for the operation of bells and signal devices.

## ANSWER SUPERVISION

This feature provides the capability of delivering "off hook" supervisory signals from the subscriber's serving central office to a line interface at the customer's premises. These supervisory signals indicate when the called party has answered an incoming call (gone "off hook").

#### ATM

The term "ATM", referring to Asynchronous Transfer Mode, denotes one of the general class of packet switching technologies that relay traffic via an address contained within the packet (referred to in ATM as cells). ATM is a switching method in which information does not occur periodically with respect to some reference such as a frame pattern.

## AUTHORIZED PROTECTIVE CONNECTING MODULE

The term "Authorized Protective Connecting Module" denotes a protective unit designed by the Company and manufactured under the control of the Company quality assurance procedures, which unit is to be incorporated in a conforming answering device.

## **AUXILIARY LINE**

An additional individual access line used for one-way (inward to the subscriber) service.

## **BACK-UP LINE**

An optional service providing individual line business subscribers with an additional line for inward and outward calling with usage charges applying for originating and terminating calls.

#### **BARGE-IN OPERATION**

A feature of the Public Announcement Service announcers, either single or multichannel, which allows a calling party access to an announcement regardless of whether or not such announcement is already in progress.

## BASIC TERMINATION CHARGE

See "Termination Charge"

## BELLSOUTH CHANNELIZED TRUNKS

Provides channelized DS1/1.544 Mbps circuits available for voice intraLATA communications services. Provides up to 24 DID, Outward Only or Combination/2-Way trunks.

# BILL TO THIRD PARTY $^{I}$

The term "Bill to Third Party" denotes a billing arrangement by which a call can be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is terminated.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

(N)

# 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
- 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<sup>1</sup>

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.

#### 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.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

(N)

(C)

# **A1. DEFINITION OF TERMS**

## LOCAL MESSAGE

See "Message"

## LOCAL SERVICE

A type of localized calling whereby a subscriber can complete calls from his station to other stations within a specified area without the payment of long distance charges.

## LOCAL SERVICE AREA

The area within which telephone service is furnished subscribers under a specific schedule of exchange rates and without long distance charges. A local service area may include one or more exchange service areas.

## LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

The furnishing of facilities for subscribers' telephone communications on an individual message basis between two or more points which are located in the same Local Access and Transport Area (LATA).

## a. **(DELETED)**

## b. Station-to-Station Call

A service whereby the person originating the call either dials the telephone number desired or gives to the company operator the telephone number of the desired telephone, Miscellaneous Common Carrier connecting circuit, Centrex Type Services, PBX or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which such number 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 attendant, nor a particular station, department or office to be reached through a PBX or Centrex Type Services attendant.

## MASS CALLING EVENT

An activity that a subscriber engages in that creates or results in a heavy influx of calls into a given network. For example, if a subscriber operating a radio or television station conducts a call-in promotion, it can create a mass calling situation that locks up the network so that other subscribers can not complete their calls through that network. The Company will work with the subscriber in advance of such promotions and mass calling activities to reroute their calls to other facilities to prevent overloading the network that provides the subscriber's service. The Company will not be liable for the blockage of any traffic in any way related to the mass calling event. The Company does not guarantee the completion of mass calling traffic on its network.

## MEASURED SERVICE

See "Exchange Service"

## MESSAGE

A communication between two telephone stations. Messages may be classified as follows:

- a. Local Message: A message between telephone stations within the same local service area.
- Long Distance Message: A message between telephone stations in different exchange areas for which a long distance message charge is made.

## MESSAGE RATE SERVICE

See "Exchange Service"

(D)

# **A1. DEFINITION OF TERMS**

### NON-LISTED (SEMIPRIVATE) TELEPHONE LISTING

A non-listed listing is not in the alphabetical section of the Company's directory, but is maintained on directory assistance records and will be furnished upon request of a calling party.

## NON-PUBLISHED (PRIVATE) TELEPHONE LISTING

A non-published listing is not listed in either the alphabetical section of the Company's directory or directory assistance records and will not be furnished upon request of a calling party.

#### OUTGOING ONLY SERVICE

Outgoing Only Service provides outgoing only access to the network for residence and business customers desiring to have a line that cannot receive calls.

#### PATRON

The term "Patron" as used in connection with composite data service, denotes a subscriber to the data switching services of a Composite Data Service Vendor.

## PAYPHONE SERVICE PROVIDER

The subscriber to a PSP access line or PSP trunk who offers telephone service to the public by means of a coin, coinless, or key-operated PSP instrument.

## PAYPHONE SERVICE PROVIDER ACCESS LINE

The exchange access facility furnished by the access line provider which is used to connect PSP instruments to the network when a line concentrator is not utilized.

#### PAYPHONE SERVICE PROVIDER INSTRUMENT

A coin, coinless, or key-operated telephone or facsimile device, other than a voiceless-facsimile device, capable of originating and receiving voice telephone calls.

#### PAYPHONE SERVICE PROVIDER TRUNK

The exchange access facility furnished by the access line provider which is required in lieu of a PSP access line when the PSP utilizes a line concentrator between the PSP instrument and the exchange network as allowed in confinement facilities.

## PAY TELEPHONE SERVICE

The provision of coin, coinless or key-operated telephone service utilizing a PSP instruments.

## (DELETED)

## PREMISES (SAME)

The term "Same Premises" shall be interpreted to mean: (a) the building or buildings, together with the surrounding land occupied or used in the conduct of one establishment or business, or as a residence, and not intersected by a public thoroughfare or by property occupied by others; or (b) the portion of the building occupied by the subscriber, either in the conduct of his business or as a residence, and not intersected by a public corridor or by space occupied by others; or (c) the building or portion of a building occupied by the subscriber in the conduct of his business and as a residence provided both the business and the residence bear the same street address; or (d) the continuous property operated as a single farm whether or not intersected by a public thoroughfare.

# PRIMARY INSTRUMENT

Primary Instrument includes both wall mounted and desk set types of rotary dial and Touch-Tone telephone instruments or such other instrument approved by the Company.

### PRIVATE TELEPHONE NUMBER

See "Non-Published Telephone Number".

(D)

# A3. BASIC LOCAL EXCHANGE SERVICE

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## 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. The discount is applied on a per line basis to each call type after the calls have been aggregated to a monthly total.
- 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. Terms, conditions and limitations specified in A103.4.3 for Complete Choice service apply to this option of Area Plus service<sup>1</sup>.
- 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. Terms, conditions 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 option<sup>1</sup>.
- 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

(a)

	Suspend	Monthly	
	Rate	Rate	USOC
Per line (without the Complete Choice option)	\$16.00	\$51.00	VR5

- (b) Obsoleted, See Section A103
- (c) Obsoleted, See Section A103
- (d) Obsoleted, See Section A103

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

## A3.4.6 PreferredPack Plan (Obsoleted, See Section A103)

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

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

# 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	
2.	(a) (b) Billing Surcha	Station-to-station operator assisted sent-paid, each <sup>1</sup> ( <b>DELETED</b> rges for calls originating from payphone provider lines	\$1.00	NA	(C) (T)(D)
	(a)	Station-to-station operator assisted sent-paid, collect, and third number, each <sup>1, 3</sup>	1.75	NA	(T)(C)
3.	( <b>b</b> ) Operator Diale	Person-to-person operator assisted calls, each <sup>3</sup> ed Surcharge <sup>2</sup>	3.25	NA	(T)(C)
	(a)	Station-to-station operator assisted where the operator dials the terminating number, each	1.00	NA	(C)
4.	(DELETED)	,			(D)

- **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: Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

# 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:
  - 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.

## 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 (DELETED)

# A3. BASIC LOCAL EXCHANGE SERVICE

# A3.11 (DELETED) (Cont'd)

#### (D)

# A3.12 Dedicated Access Services Capable of Using the Local Exchange Network

# A3.12.1 General

A. As specified in E7.4.2 of the Florida Access Service Tariff and B2.1.4.B of the Florida Private Guidebook, when a Dedicated Access Line, intraLATA interexchange private line or Private Bypass Facility is connected to a device capable of and for the intention of, completing calls into the local exchange network, there will be an additional Measured or Message charge associated with the flat rate Exchange Service Rate for that device (e.g. the PBX trunk in the case of a PBX). Those customers who intend to use their dedicated access, intraLATA interexchange private line or private bypass services for the completion of calls into the local exchange network and have local exchange service other than flat rate will be required to convert to flat

# 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)
    - a. Rates shown are applicable to MultiServ PLUS service or BellSouth Centrex service applications. (Cont'd)
      - (1) Per NAR<sup>1</sup> (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	M9OOS

# A3.14 Expanded Local WatsSaver Service

## **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.
- **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 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.

# **A3.14.2 Terms and Conditions**

- 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.
- 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 (BTNs) are not eligible for the service, i.e., the consolidation of local usage from multiple BTNs without the consolidation of all other service elements associated with those BTNs is not allowed.

**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.

# 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 (**DELETED**)
  - 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.
- **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

(a) Charge Per Completed Call Rate USOC 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 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.

(D)

(D)

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# 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 Terms and Conditions

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 terms and conditions in Section A2.

## **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
  - 4. **(DELETED)**

## A3.25.5 Application of Charges

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

# A3.25.6 Rates and Charges

- A. Service Charges
  - (1) DA/DACC Charge

		Kate	USOC
(a)	Per Local Exchange Subscriber telephone number	<b>\$.45</b>	NA
	provided		

# A3.26 Reserved for Future Use

## A3.27 Reserved for Future Use

# A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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# A13. MISCELLANEOUS SERVICE ARRANGEMENTS

# A13.11 Remote Call Forwarding (Cont'd)

# A13.11.5 Monthly Charges (Cont'd)

- **A.** The following charges are for the Remote Call Forwarding feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used. (Cont'd)
  - 2 Credits

Where customers have fifteen or more unique RCF features on a billing account, a credit of twenty-five percent (25%) will be applied per billing cycle to the monthly rate for each such unique service feature, including the first fifteen. For purposes of qualifying for such credit, a unique feature is defined by calling scope, jurisdiction and business/residence classification: e.g., Residence, Intrastate, IntraLATA; or, Business, Measured Local. Additional Access Facilities also qualify as a unique feature. Unique features may not be combined to qualify for this credit.

## A13.11.6 Message Charges

- A. The message charges applicable to remotely forwarded calls shall be comprised of two separate charges: (1) a charge for that portion of the call from the originating station to the call forwarding location, and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each such portion shall be as follows:
  - 1. Between the originating station and all forwarding locations.
    - The charge for this portion of a remotely forwarded call shall be the charge specified in this or any other applicable Guidebook for the type of call involved.
  - 2. Between the call forwarding location and the terminating station.
    - The Remote Call Forwarding customer is responsible for the applicable Local Usage Rate Service charges as specified following or for the applicable customer-dialed station-to-station charges specified in this or any other applicable Guidebook. These charges apply to all calls answered at the terminating station.
  - 3. Local Usage Rate Service Charges
    - a. Where non-optional local exception rates are applicable for basic local exchange service customers, these rates are also applicable for similar "local" calls placed via the Remote Call Forwarding service. Examples of such services are: Extended Calling Service as described in A3.8.49, and Local Calling Plus as described in A3.8.50.
    - b. No discounts, caps or allowances apply to these usage charges.

## A13.11.7 Service Charges

- **A.** Service Charges as shown in Section A4. apply as follows:
  - 1. For the initial or subsequent installation of RCF features, the Secondary Service Charge shall apply.
  - 2. For the subsequent addition of additional access facilities (RCAs) to an existing RCF service, the Secondary Service Charge shall apply.
  - 3. To change the number at the Call Forwarding location, the number for the terminating location or both numbers on the same order, the Secondary Service Charge shall apply.

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# A13. MISCELLANEOUS SERVICE ARRANGEMENTS

# A13.13 Dormitory Communications Service (Cont'd)

# A13.13.2 Terms and Conditions

- A. DCS is furnished to an educational institution upon the condition that use of the service shall not be made subject to any charge by the educational institution in excess of the charges set forth in the Guidebooks of the Company.
- **B.** The educational institution is responsible for payment of all charges except those set forth in C. following which are billed by the Company directly to DCS lines.
- C. The Company will bill and collect DCS send paid long distance messages, telegrams, cablegrams and radiograms. In addition, the Company will bill and collect local exchange service usage and Directory Assistance service charges where the serving equipment is arranged to automatically identify and bill such charges direct to DCS lines.
- D. The terms and conditions set forth for deposits and payment of service in Section A2.4. shall be applicable to users of DCS lines.
- E. The educational institution shall agree to render assistance to the Company in the prompt collection of charges billed to DCS lines.
- **F.** In the event of nonpayment of any charges billed, the Company may suspend or terminate a DCS line until all charges due have been paid. Service which is so suspended or terminated is subject to the charges specified in Section A4. for restoral or reestablishment of service.
- **G.** The Service Charges specified in Section A4.2. for residence service apply for DCS service. Time and Material Charges apply to all customer-requested installations, moves, changes, removals, rearrangements, and maintenance of premises wiring performed by the Company on the customer's premises, except as excluded or otherwise provided for in Section A4.
- **H.** DCS lines may be temporarily suspended, at the educational institution's request, subject to the terms and conditions specified for the temporary suspension of individual line residence service in Section A2.3.16.
- I. The rates and charges specified for DCS lines in A. following do not include directory listings in the alphabetical section of the directory of the Company. With the consent of the educational institution, directory listings for DCS are furnished at the same rates and charges specified for residence additional directory listings in Section A6.6.
- **J.** With the consent of the educational institution, DCS extension stations will be provided only within the same dormitory room or suite or other residential quarters as the associated DCS line and will be furnished at the same rates and charges as specified for residence extension service in Section A3.
- **K.** Subject to the availability and type of DCS central office equipment provided, and with the consent of the educational institution, DCS lines may be equipped for Touch-Tone Calling Service and/or Custom Calling Service at the same rates and charges as specified for such services on residence individual lines in Section A13.
- L. Where the DCS central office equipment has ESSX-1, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service capabilities, and at the request of the educational institution, tie lines will be furnished at additional charges between the switching system of the educational institution and the DCS central office equipment subject to the conditions specified in M. following.

# 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, only allow collect or third number calls to be completed by an operator. A Rate quote capability is not available with this option, or
  - 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.
- 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.
- **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

- **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.
- **Note 4:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

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FL-16-0030 EFFECTIVE: March 19, 2016

# A13. MISCELLANEOUS SERVICE ARRANGEMENTS

# A13.14 Toll Terminals (Cont'd)

## **A13.14.2 Rates (Cont'd)**

Toll Terminals (Cont'd)

Option 2 - Toll Terminal arranged for connection to either the Operator System or the DDD network Monthly USOC Rate (a) TTTXA Each1,2 Option 2 - Toll Terminal arranged for connection to either the Operator System the DDD network and the IDDD network Option 3 - Toll Terminal for use by Hotels arranged for connection to the DDD network and by means of a screening (C) code, allow only collect or third number calls to be completed by an operator 4 Each1,3 TTTXC Option 3 - Toll Terminal for use by Hospitals arranged for connection to the DDD network and by means of a screening (C) code, allow only collect or third number calls to be completed by an operator <sup>4</sup> Each1,3 TTTXE Option 4 - Toll Terminal arranged for connection to the DDD network Each1,3 TTTXF Toll Terminal in conjunction with MegaLink Channel service and LightGate service. Option 1 - Toll Terminal arranged for connection to the Operator System Per voice equivalent channel<sup>2,3</sup> 3.00 TTTYX Option 2 - Toll Terminal arranged for connection to either the Operator System or the DDD network 2. 3.00 TTTYA Per voice equivalent channel<sup>2</sup> Option 2 - Toll Terminal arranged for connection to either the Operator System or the DDD network and the IDDD network Per voice equivalent channel<sup>2,3</sup> TTTYB Option 3 - Toll Terminal for use by Hotels arranged for connection to the DDD network and by means of a screening (C) code, allow only collect or third number calls to be completed by an operator 4 Per voice equivalent channel<sup>3</sup> 3.00 TTTYC Option 3 - Toll Terminal for use by Hospitals arranged for connection to the DDD network and by means of a screening (C) code, allow only collect or third number calls to be completed by an operator <sup>4</sup> Per voice equivalent channel<sup>3</sup> \$3.00 TTTYE Option 4 - Toll Terminal arranged for connection to the DDD network

# **A13.15 (DELETED)**

(a)

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 Charge applies when more than one service of the same type is ordered for termination at the same	(C)
	premises at the same time.	

Note 2: Not available for Optional Calling Plans.

Per voice equivalent channel<sup>3</sup>

- Note 3: Does not block International dialed calls.
- Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification Note 4: (N) and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

# 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.
- G. Directory Listings may be provided for 211 at rates, terms and conditions as specified in Section A6.
- **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)<sup>1</sup>
  - 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.
- 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.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

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# 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)<sup>1</sup>
  - 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 guidebook rates for the establishment of the new access arrangement.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

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# 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 the Company in Company 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 the Company 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, terms and conditions 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)<sup>1</sup>
  - Inmate Service
  - 101XXXX
  - Cellular Type 2A

In addition, operator assisted calls to the 311 subscriber will not be completed.

- The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity without prior approval from I. the Company.
- 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.
- 311 arrangements are provided via standard switched based RCF technology or alternatively utilizing 311 AIN Zip Code Routing at the 311 subscriber's option.

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Note 1: and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification

# 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)<sup>1</sup>
  - 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.
  - 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.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

(N)

# A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

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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 basis. The Station-to-Station class of service is furnished on an Operator Handled basis or on a Direct Distance Dialing basis.

- 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. 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.

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# 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.

3. (DELETED) (T)(D)

## 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.

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FL-16-0030 EFFECTIVE: March 19, 2016

# A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

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

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

- **B.** Rating of Messages (Cont'd)
  - The time when connection is established, as provided in C. following, determined in accordance with the time standard or daylight saving - observed at the location of the rate center of the calling station, determines what rate schedule applies.
  - 3. In cases where a message begins in one rate period and ends in another, total charges for the connection time in each rate period are calculated, appropriate discounts are applied and the results for each rate period are totaled to obtain the total message charge. The charge for each increment of the message will be based on the rate period within which the increment begins.
  - 4. The basic rates for all classes of service are shown in A18.3.1.H.1 following. Additional amounts as shown under A18.3.1.H.2 following should be added to the basic rate for all Operator Station-to-Station classes of service.
  - Total fractional amounts will be rounded down to the lower cents. If time-of-day discounts are applicable, rounding will occur after the discount has been applied.
  - 6. Discounts apply equally to the total charges as found in A18.3.1.H.1 for all classes of service. The applicable discount level for each rate period is shown in A18.3.1.H.3 following. Discounts do not apply to the surcharges shown in A18.3.1.H.2 following.
  - 7. Messages which must be rated prior to or immediately after completion of the call (for deposit of coins or for quotation of charges) will be rated in full-minute increments. A fractional amount will be rated as a full minute.
- **C.** Timing of Messages
  - 1. On Station-to-Station calls, chargeable time begins when connection is established between the calling station and the called telephone station, Miscellaneous Common Carrier mobile radio system or branch exchange system.
  - 2. (DELETED)
  - 3. 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 operator.
  - 4. Chargeable time does not include time lost because of faults or defects in the service.
- D. (DELETED)

# 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)	Operator Station-to-Station <sup>1</sup> (sent paid)	\$1.00	NA	(C)
	$(\boldsymbol{b})$	(DELETED)			(T)(D)
(2)	Billiı	ng Surcharges for calls originating from payphone provider lines			
	( <b>a</b> )	Operator Station-to-Station 1 (sent paid, collect or bill to	1.75	NA	(T)(C)
		third number) <sup>4</sup>			
	$(\boldsymbol{b})$	Person-to-Person <sup>4</sup>	3.25	NA	(T)(C)
(3)	Oper	ator Dialed Surcharge <sup>2</sup>			
	(a)	Operator Station-to-Station where the operator dials the	1.00	NA	(C)
		terminating number			

- 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

			Appli	icable Di	scounts	5	
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun
7:00 AM	Full						
to 6:00 PM <sup>3</sup>	Rate						
6:00 PM to 7:00 AM <sup>3</sup> Peak period = full rate Off-Peak period = full rate	Full Rate						

(2) Business

			App	licable D	iscount	s	
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
7:00 AM	Full	Full	Full	Full	Full	Full	Full
to 7:00 PM <sup>3</sup>	Rate	Rate	Rate	Rate	Rate	Rate	Rate
7:00 PM	Full	Full	Full	Full	Full	Full	Full
to 7:00 AM <sup>3</sup>	Rate	Rate	Rate	Rate	Rate	Rate	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.
- **Note 4:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

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# A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE A18.8 (DELETED)

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# 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

# **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.
- **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 calls which are billed to the customer's account. Saver service discounts only apply to the message toll rates associated with such calls.
- 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.
  - 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.

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.

- 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.
- **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.

# 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 Terms and Conditions

**A.** The service is not subject to concessions.

## A18.14.3 Use of the Service

**A.** The service is furnished subject to all applicable terms and conditions 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. **(DELETED)**
  - 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.
- 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 USOC \$.00 NA

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# A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

# A18.21 Custom Rate Plan

## A18.21.1 Plan Details

## A. Description of Service

- 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) basis.
- 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.

## **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.
- 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. (**DELETED**)

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. (DELETED)

**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 message, the applicable Billing and Operator Surcharges specified in 5. (C. following are added to the Basic Rate Schedule charge.

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# **A18. OPTIONAL CALLING PLANS**

# A18.21 Custom Rate Plan (Cont'd)

## A18.21. Plan Details (Cont'd)

- E. Rates and Charges (Cont'd)
  - 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

	Additional	
	One-Tenth	
Initial	Minute Each	
Thirty	Or Fraction	
Seconds	Thereof	USOC
\$.05	<b>\$.01</b>	OSR2O

- (a) All distances
- 4. Rate Periods and Rate Discounts
  - a. Rate periods and rate discounts are described in the table following.

	Rate				s and Applicable Periods			
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.	
7:00 AM	Full	Full	Full	Full	Full	50%	50%	
to 6:00 PM <sup>1</sup>	Rate	Rate	Rate	Rate	Rate	Disc.	Disc.	
C.00 DM	500/	500/	500/	500/	500/	500/	500/	
6:00 PM	50%	50%	50%	50%	50%	50%	50%	
to 7:00 AM1	Disc.	Disc.	Disc.	Disc.	Disc.	Disc.	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) 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.

**Note 1:** To, but not including.

# A35. INTERCONNECTION OF MOBILE SERVICES

# A35.1 Mobile Services

## A35.1.1 General

- A. Material in this section combines material previously appearing in A3.16 and A3.17 as a result of Florida Public Service Commission's Order No. 20475 and 20979 in Docket No. 870675-TL, dated December 20, 1988 and April 4, 1989, respectively.
- **B.** The services offered herein are for use by Mobile Service Providers (MSPs) to allow interconnection of the wireless or radio network of these carriers to that part of the Public Switched Network (PSN) owned and operated by the Company. (MSPs are commercial mobile radio services (CMRS) providers operating under authority of the FCC, as defined in the FCC Rules and Regulations, Part 20. The term MSP shall also include authorized resellers of CMRS and prospective CMRS providers who have been declared spectrum auction winners by the FCC.) Circuits furnished by the Company to Mobile Service Providers (MSPs) which do not connect to the PSN, such as radio transmitter control links, are not covered in this *Guidebook*.
- **C.** These services are offered at the rates specified herein from central offices equipped to accommodate the interconnections and service options described by the MSP.
- **D.** The rates contained in this section contemplate the use of equipment, service arrangements and service standards or capabilities normally provided by the Company. When non-standard equipment or services such as transmission characteristics and signaling of a special type are requested, they may be provided via the special assembly process for each case as prescribed in Section A5. The rates for these arrangements will be applied in addition to those applicable in this or other *Guidebook* sections.
- **E.** The conditions and rates specified in other *guidebooks* for services which may be associated with these services are in addition to those specified herein.
- **F.** Directory listings for the MSP are provided in accordance with the *terms*, *conditions* and rates prescribed in Section A6. Clients of the MSP are provided listings at the rates specified for Mobile and Paging Service Listings in A6.7.12.
- **G.** Calls subject to Operator Assisted charges as defined in A3.10, local and intraLATA long distance and local and long distance Directory Assistance Service as defined in A3.9 and A18.7, respectively, of this *Guidebook* will be individually itemized on the MSP's bill. Directory Assistance call allowance is three (3) calls per trunk (or line).
- H. Usage charges as specified in A35.1.6 will not apply to calls to Directory Assistance or for 911 Emergency Service, where available.<sup>1</sup>
- I. When the Company relies on data supplied by the MSP to prepare and render a bill to the MSP, a right of audit by the Company is reserved. The audit of the call records shall be performed by an independent third party at the Company's discretion, but no more than annually. If the reported traffic is found to be understated by more than five percent, the MSP shall reimburse the Company for the reasonable cost of the audit.
- **J.** The appropriate service charges in Section A4. apply to the establishment and rearrangement of services provided under this section. In addition, in the instance of the rearrangement of facilities, the nonrecurring charge specified in A35.1.6 shall apply as well as any charges described under paragraph D. above.

**Note 1:** Government agencies may require the MSP to acquire special arrangements and incur additional charges to identify the location of the calling party.

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# A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

# A42.3 Primary Rate ISDN (Cont'd)

## A42.3.2 Terms and Conditions (Cont'd)

- C. No nonrecurring charges will be applicable when converting MegaLink ISDN service to Primary Rate ISDN or for converting from one Primary Rate ISDN option to another, e.g., Voice/Data to Inward Data or Inward Data to Inward Data Extended Reach Service (ERS). The term "conversion" means that the Primary Rate Interface(s) remain in place in the same central office. If the Primary Rate Interface(s) are moved in connection with ERS, the change is considered a rearrangement and terms and conditions stated in D. following are applicable. No termination charges are applicable for conversions when:
  - 1. The contract selected for the new Primary Rate ISDN arrangement is coterminous with the previous contract or is for a 24 month period, whichever is longer, and,
  - 2. The service orders to disconnect the previous arrangement and to install the new Primary Rate ISDN arrangement are related together and received by the Company at the same time with no lapse in billing of service.
- **D.** Rearrangement charges stated in A42.3.4.G. are applicable for moves of Primary Rate Interfaces from one central office to another in connection with the initial installation of Inward Data ERS or for subsequent moves of Primary Rate Interfaces from one central office to another for ERS Final or Dedicated arrangements. Termination Liability charges are not applicable if the number of Primary Rate Interfaces is not reduced.
- E. Upgrades, from a MegaLink service and/or a MegaLink channel service contract arrangement, are permitted with no Termination Liability when:
  - 1. A new contract is selected for the Primary Rate ISDN equal to or greater in length than the arrangement being terminated, and
  - 2. The service orders to disconnect the MegaLink channel service arrangement and to install the Primary Rate ISDN are related together and received by the Company at the same time with no lapse in billing of service.
- F. The minimum subscription period for which month-to-month Primary Rate ISDN is furnished and for which charges are applicable is one month.
- G. Unless otherwise specified, the terms and conditions for Primary Rate ISDN stated herein apply in addition to the terms and conditions set forth in A2.
- H. Customer Premises Equipment (CPE) that is compatible with the Primary Rate ISDN interface is the responsibility of the customer.
- I. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provisioning of Primary Rate ISDN render any facilities provided by the customer obsolete, or require modification or alteration of such equipment or system, or otherwise affect its use or performance. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the customer.
- J. Suspension of service is not allowed.
- K. Terms and Conditions for Allowance of Interruptions apply as specified in B2.
- L. Service Charges in A4. do not apply
- M. Hunting rates, Direct Inward Dialing (DID) rates, Customized Code Restriction rates, Selective Class of Call Screening, and Foreign Exchange rates, do not apply.

## N. (DELETED)

- O. Calling telephone numbers transmitted via the Primary Rate ISDN are intended solely for the use of the Primary Rate ISDN subscriber. Resale of this information is prohibited by this Guidebook except the caller's telephone numbers may be provided to the subscriber's client for those calls sponsored or provided by that client where the client's identity is disclosed to the caller and the client agrees not to distribute such information to others.
- P. Non-facility Associated Signaling (NFAS) provides the capability to control multiple DS1s with a single D-Channel. This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation and where switch capacity exists. When NFAS is selected, the customer will order one Primary Rate ISDN arrangement with one D-Channel and up to 23 B-Channels. Additional Primary Rate ISDN arrangements are ordered with up to 24 B-Channels at rates and charges provided in A42.3.4. The D-Channel activated on the initial arrangement serves the additional Primary Rate ISDN arrangements. If the customer desires, he may also request a back-up D-Channel with the NFAS option. The Voice/Data (Standard) Primary Rate ISDN and Digital Data Only option<sup>1</sup> Primary Rate ISDN arrangements may not be mixed in the same NFAS group.

**Note 1:** Effective May 1, 2014, customers may not add the Digital Data Only option, and existing term plans for this option may not be renewed.

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# A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS A112.8 ESSX-1 Service (Cont'd)

# A112.8.8 Auxiliary Services (Cont'd)

- E. Automated Attendant Services (Cont'd)
  - 2. Station Message Detail Recording (Cont'd)
    - a. General (Cont'd)
      - (2) The station message detail will include the calling main station line number, the called number, date, time of day, duration of call and the type of facility used. The record will be provided, on magnetic tape, to customers requiring message detail for cost allocation and telecommunications system management purposes. The detail will be provided on all facilities in routes selected by the customer for Station Message Detail Recording.
    - b. Terms and Conditions
      - (1) Station Message Detail Recording (SMDR) may be offered to main station lines of ESSX-1 customers where facilities permit and where the Company's message billing process has been arranged to provide this optional feature.
      - (2) Station Message Detail Recording is not represented to be a provision of billing detail. Where tie line, Other Common Carrier access line, and foreign exchange facilities are involved all such call attempts, whether completed or not, will appear in the SMDR.
      - (3) Station Message Details will be provided on magnetic tape. The tape density and number of tracks will be that used by the program and data processing system in use by the Company's accounting center furnishing the tape. The format may be changed to serve Company purposes and the customer will be responsible for making the tape compatible with his data processing equipment.
      - (4) A magnetic tape will be provided by the Company on each occasion Station Message Detail Recording is furnished to the customer. The tape becomes the property of the customer on a "no exchange" basis and the tape may not be returned to the Company for reuse.
      - (5) Station Message Details may be provided on all facilities subscribed for by the customer, including the Network (Toll), but will not include intercom calls originated by station users. The customer may designate the group or groups of facilities on which SMDR is to be provided. Where the facility designated by the customer is the toll network, the magnetic tape file will include a record of each message itemized on the customer's bill.
      - (6) Directory Assistance (DA) call detail may be provided on the magnetic tape (customer option).
    - c. Rates and Charges
      - (1) Common Equipment

		Feature		
		Establishment	Monthly	
		Charge	Rate	USOC
(a)	Per ESSX-1 system, so equipped <sup>1</sup>	\$1,300.00	\$125.00	CMM

**Note 1:** If SMDR is provided subsequently to the initial installation of ESSX-1 a Feature Establishment Charge in the amount of \$1,500.00 applies.

# A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS A112.12 ESSX Small, Medium and Large Service - 85 (Cont'd)

# A112.12.12 Optional Service Features (Cont'd)

- E. Station Message Detail Recording
  - 1. General
    - a. Station Message Detail Recording (SMDR) is an arrangement to provide a record, by main station line number, of originating intercity traffic routing over dial type tie lines, FX, WATS, CCSA, Interexchange Carrier access lines and or the MTS Network (Toll).
    - b. The station message detail will include the calling main station line number, the called number, date, time of day, duration of call and the type of facility used. The record will be provided on magnetic tape, to customers requiring message detail for cost allocation and telecommunications system management purposes. The detail will be provided on all facilities in routes selected by; the customer for Station Message Detail Recording.

## 2. Terms and Conditions

- a. Station Message Detail Recording (SMDR) may be offered to main station lines of customers where facilities permit and where the Company's message billing process has been arranged to provide this optional feature.
- b. Station Message Detail Recording is not represented to be a provision of billing detail. Where tie line, Interexchange Carrier access line, and Foreign exchange facilities are involved all such call attempts, whether completed or not, will appear in the SMDR.
- c. Station Message details will be provided on magnetic tape. The tape density and number of tracks will be that used by the program and data processing system in use by the Company's accounting center furnishing the tape. The customer will be responsible for making the tape format compatible with his data processing equipment.
- d. A magnetic tape will be provided by the Company on each occasion Station Message Detail Recording is furnished to the customer. The tape becomes the property of the customer on a "no exchange" basis and the tape may not be returned to the Company for reuse.
- e. Station Message details may be provided on all facilities subscribed for the customer including the Network (Toll), but will not include intercom calls originated by station users. The customer may designate the group or groups of facilities on which SMDR is to be provided. Where the facility designated by the customer is the toll network, the magnetic tape file will include a record of each message itemized on the customer's bill.
- f. Directory Assistance (DA) call detail may be provided on the magnetic tape (customer option).

# A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS A112.13 Digital ESSX Service - 85 (Cont'd)

## A112.13.11 Optional Service Features (Cont'd)

- F. Hospital Communications Features
  - Hospital Communications Features require the provision of a data link console by the customer.
    - a. Rates and Charges
      - (1) Do Not Disturb

		ESSX Term Option				
		To	36	60	84	Month
		Month				USOC
(a)	Per System	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	XCLPS
(b)	Per Line	.10	.10	.10	.10	XCL

- G. Station Message Detail Recording Via Revenue Accounting Office (RAO)
  - Genera
    - a. Station Message Detail Recording (SMDR) RAO is an arrangement to provide a record, by main station line number, or originating intercity traffic routing over dial type tie lines, WATS, CCSA, other Common Carrier access lines and/or the MTS Network (Toll).
    - b. The station message detail will include the calling main station line number, the called number, date, time of day, duration of call and the type of facility used. The record will be provided on magnetic tape, to customers requiring message detail for cost allocation and telecommunications system management purposes. The detail will be provided on all facilities in routes selected by the customer for Station Message Detail Recording RAO.
  - 2. Terms and Conditions
    - a. Station Message Detail Recording (SMDR) RAO may be offered to main station lines of customers where facilities permit and where the Company's message billing process has been arranged to provide this optional feature.
    - b. Station Message Detail Recording is not represented to be a provision of billing detail.
    - c. Station message details will be provided on magnetic tape. The tape density and number of tracks will be that used by the program and data processing system in use by the Company's accounting center furnishing the tape. The format may be changed to serve Company purposes and the customer will be responsible for making the tape compatible with his data processing equipment.
    - d. Station message details may be provided on all facilities subscribed to by the customer including Message Telecommunications Service (MTS), but will not include intercom calls originated by the station users. The customer may designate the group or groups of facilities on which SMDR - RAO is to be provided. Where the facility designated by the customer is the MTS network, the magnetic tape file will include a record of each message itemized on the customer's bill.

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# A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS A112.26 ESSX Service - Vintage II (Cont'd)

# A112.26.12 Optional Service Features (Cont'd)

- E. Station Message Detail Recording Via Revenue Accounting Office (RAO) (Cont'd)
  - 2. Terms and Conditions (Cont'd)
    - d. A magnetic tape will be provided by the Company on each occasion Station Message Detail Recording RAO is furnished to the customer. The tape becomes the property of the customer on a "no exchange" basis and the tape may not be returned to the Company for reuse.
    - e. Station Message details may be provided on all facilities subscribed for the customer including the Network (Toll), but will not include intercom calls originated by station users. The customer may designate the group or groups of facilities on which SMDR RAO is to be provided. Where the facility designated by the customer is the toll network, the magnetic tape file will include a record of each message itemized on the customer's bill.
    - f. Directory Assistance (DA) call detail may be provided on the magnetic tape (customer option).
  - 3. Rates and Charges
    - a. Common Equipment
      - (1) Per ESSX service

				i erm i	rayment P	Tan	
				Mo	onthly Rat	e	
		Installatio	n 1	36	60	84	
		Charge	Month	Months	Months	Months	USOC
(a)	Per System so equipped	\$18.50	\$225.00	\$193.00	\$193.00	\$193.00	CMM
				Instal	lation		
				Cha	rge		USOC
(b)	Feature Establishment Charge			<b>\$-</b>	_		NA
(2) Facil	ity Groups						
(a)	Each			295.0	0		CMW
` '							
	C						
(1) Wiess	ages, per occasion						
					Non	recurring	
					(	Charge	USOC
(a)	Each				\$	6.005	CMA
	(b) (2) Facil (a) Station Me (1) Mess	(b) Feature Establishment Charge (2) Facility Groups (a) Each Station Message Detail (1) Messages, per occasion	(a) Per System so equipped \$18.50  (b) Feature Establishment Charge (2) Facility Groups (a) Each Station Message Detail (1) Messages, per occasion	(a) Per System so equipped \$\frac{\text{Charge}}{\\$18.50}\$ \$\frac{\text{Month}}{\\$225.00}\$  (b) Feature Establishment Charge  (2) Facility Groups  (a) Each  Station Message Detail  (1) Messages, per occasion	(a) Per System so equipped  (a) Per System so equipped  (b) Feature Establishment Charge  (2) Facility Groups  (a) Each Station Message Detail  (1) Messages, per occasion	Installation 1 36 60  Charge Month Months Months \$18.50 \$225.00 \$193.0	(a) Per System so equipped \$18.50 \$225.00 \$193

# A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS A112.28 Digital ESSX Service - Vintage II (Cont'd)

# A112.28.11 Optional Service Features (Cont'd)

- G. Station Message Detail Recording Via Revenue Accounting Office (RAO) (Cont'd)
  - 2. Terms and Conditions
    - a. Station Message Detail Recording (SMDR) RAO may be offered to main station lines of customers where facilities permit and where the Company's message billing process has been arranged to provide this optional feature.
    - b. Station Message Detail Recording is not represented to be a provision of billing detail.
    - c. Station Message details will be provided on magnetic tape. The tape density and number of tracks will be that used by the program and data processing system in use by the Company's accounting center furnishing the tape. The format may be changed to serve Company purposes and the customer will be responsible for making the tape compatible with his data processing equipment.
    - d. Station Message details may be provided on all facilities subscribed to by the customer including Message Telecommunications Service (MTS), but will not include intercom calls originated by the station users. The customer may designate the group or groups of facilities on which SMDR RAO is to be provided. Where the facility designated by the customer is the MTS network, the magnetic tape file will include a record of each message itemized on the customer's bill.
  - 3. Rates and Charges
    - a. Common Equipment
      - (1) Per Digital ESSX service

		Herm Payment Plan Monthly Rate					
		Installation	1	36	60	84	
		Charge	Month	Months	Months	Months	USOC
(2)	(a) Per System so Equipped Facility Groups	\$420.00	\$208.00	\$178.00	\$178.00	\$178.00	CMM
	(a) Each Trunk Terminated	37.00	.65	.55	.55	.55	CMW

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# A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS A113.58 Uniform Access Number (UAN) for LATA-wide Service

(Obsoleted 08/15/03, Type 4, not available for new installations, additions to existing installations or moves to a different customer location.)

## A113.58.1 Description of Service

- A. Uniform Access Number (UAN) is an optional service which provides the customer with a uniform Business Line Telephone Number for client access to the customer's service. The client will be able to dial one number from all locations within the specified area and the call can be routed to a specified customer location within the LATA. UAN will be provided under the following terms and conditions.
  - 1. A UAN telephone number may not be accessed by 0+ or 1+ toll calls. Also, no operator assisted calls will be permitted to be placed to UANs.
  - 2. The assigned telephone number will have a dedicated NXX.
  - 3. UAN can be delivered through a line side connection or a trunk side connection as specified in A3.28, but not simultaneously for the same dedicated NXX number. A trunk side connection is required if UAN is used with Automatic Number Identification (ANI).
  - 4. Line Side connections are made through regular exchange access lines (e.g., individual business lines, PBX trunk, etc.). Trunk side connections are made via Trunk Side Access Facilities.
  - 5. Nonrecurring charges apply for each UAN per Traffic Operator Position System (TOPS) tandem office. Where more than one UAN is established at the same TOPS tandem location for the same customer and the UANs are ordered and installed at the same time, the first nonrecurring charge rate element applies to the first UAN. Each additional UAN number will be billed at the additional service installed rate. The same nonrecurring charges and application apply per TOPS tandem for number changes requested by the customer subsequent to the original UAN assignment.
  - 6. Number changes required for Company reasons will not incur the Service Establishment Charge.
  - 7. A customer may reserve UANs to meet his specified growth requirements at specific locations. In the event the customer elects not to be provided with reserved UANs, assignment of these UANs cannot be assured.
  - 8. This service includes preassigned UANs. Such telephone numbers will be removed from reserved status and assigned as active UANs as requested by the customer.
  - 9. The assignment of UANs is made at the discretion of the Company. Special numbers are furnished subject to the availability of numbers.
  - 10. The service is furnished subject to the availability of UANs.
  - 11. Limitations and use of service as stated in Section A2. will apply.
  - 12. Calls to a disconnected UAN will be routed to intercept over announcement facilities; however, the announcement provided will not refer the caller to another telephone number.
  - 13. Directory Listing may be provided for UAN service at rates applicable for additional business or foreign listings as covered in Section A6.
  - 14. No local measured or message rate service charges or long distance message telecommunications service charges will be collected from end users for calls to a Uniform Access Number customer.
  - 15. Access to UAN may not be available to certain classes of service.

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# A119. OBSOLETE SERVICE OFFERINGS - WIDE AREA TELECOMMUNICATIONS SERVICE A119.3 Limitation of Service

- **A.** Wide Area Telecommunications Service does not include conference or other calls requiring operator handling except as provided in A119.1.B. preceding.
- **B.** WATS is not represented as adapted for connection to other services of the Company. This service contemplates the provision of satisfactory transmission only between the WATS access line or exchange access line for Option TFD Service and Open TFD Service and the called or calling station.

Extensions from WATS access lines are restricted to the use of the subscriber, his representatives and associates and are furnished only on the same or different premises of the same subscriber except that extensions from Toll Free Dialing Service may be located on other than the subscriber's premises for the purpose of answering calls when the subscriber is not available at the main station and except that WATS access line extensions may be shared, provided those extension lines are located on the customer's premises.

Connection of WATS to other services is permitted on a switched basis only. No permanent connection between WATS and other service may be established. However, satisfactory transmission cannot be assured when the WATS access line is connected to other Company services or to customer-provided equipment or services.

WATS may be terminated at a premises where telecommunications management functions are performed on behalf of the customer only if the customer has a requirement to communicate over the WATS line to or from premises of that customer located in the State of Florida. In such cases the premises where telecommunications management functions are performed will be considered a customers premises. WATS access lines and extensions will be terminated only at premises located within the State of Florida.

- C. Toll Free Dialing Service is furnished upon condition that the customer accept and make use of the terminations or connections provided in accordance with A119.1.E. preceding, and that the customer obtain a sufficient number of WATS access lines or exchange access lines for Add-On TFD Service, Option TFD Service or Open TFD Service to prevent the percent of calls completed to calls attempted (including busy and unanswered calls) from falling below 50% for two consecutive months. Customers falling below the 50% level of completions will be required to subscribe to additional WATS access lines or exchange access lines for Option TFD Service and Open TFD Service to handle the incoming calls with at least a 50% completion level. Should the customer refuse to subscribe to these lines, the Company, without incurring any liability, may terminate the Toll Free Dialing Service, provided that, in case of termination of service, at least five days have elapsed following written notification to the subscriber by mail or in person of the Company's intention to terminate the service for such cause.
- **D.** Any arrangement permitting customer control of the number of calls completed to an Toll Free Dialing Service access line is not permitted.

# A119.4 Reserved for Future Use

# 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)<sup>1</sup>
  - 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.
- R. The N11 subscriber is restricted from selling or transferring the N11 number to an unaffiliated entity, either directly or indirectly.
- 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.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

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X. Y. Z.

# **B107. OBSOLETE SERVICE OFFERINGS - DIGITAL NETWORK SERVICE**

# B107.5 MegaLink ISDN Service (Cont'd)

# B107.5.2 Terms and Conditions (Cont'd)

- E. Terms and Conditions for Allowance of Interruptions apply as specified in Section A2. of the General Exchange Guidebook and Section B2.
- F. Service Order Charges in Section A4. of the General Exchange Guidebook do not apply.
- G. Minimum subscription period for which month-to-month Primary Rate services are furnished and for which charges are applicable is one month.
- **H.** In addition to month-to-month rates, MegaLink ISDN service is available under contractual rate periods based on lengths of twenty-four to forty-eight months, forty-nine to seventy-two months, or seventy-three to ninety-six months.
- I. Local exchange services utilizing the MegaLink ISDN service Primary Rate Interface are available with either Network Access Service (NAS) or Network Access Register (NAR) Packages located in Section A3. of the General Exchange Guidebook.
- J. WATS/800 services utilizing the MegaLink ISDN Service Primary Rate Interface are available in Section A19. of the General Exchange Guidebook.

## K. (DELETED)

L. Upgrades, from a MegaLink service and/or a MegaLink channel service contract arrangement, are permitted with no Termination Liability when:

- 1. A new contract is selected for the MegaLink ISDN service equal to or greater than the arrangement being terminated, and
- 2. The service orders to disconnect the MegaLink channel service arrangement and to install the MegaLink ISDN service are related together and received by the Company at the same time with no lapse of service.
- **M.** Telephone numbers transmitted via the Optional Incoming Call Identification feature are intended solely for the use of the MegaLink ISDN service subscriber. Resale of this information is prohibited by this Guidebook.
- Non-facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's over a single D channel (NB+D). This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation. When NFAS is selected, the customer will order one MegaLink ISDN service arrangement with 23 B channels and 1 D channel. Additional MegaLink ISDN service arrangements are ordered with 24 B channels at rates and charges provided in B107.5.6.D. The D channel activated on the initial arrangement serves the additional MegaLink ISDN arrangements. If the customer desires, he may also request a back-up D channel with the NFAS option (NB+2D). It is recommended that D channels be provisioned in separate MegaLink ISDN service arrangements.

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