

TARIFF DISTRIBUTION

FILE PACKAGE NO.: FL-19-0027

DATE: July 18, 2019

STATE: FLORIDA

EFFECTIVE DATE: 07/18/2019

TYPE OF DISTRIBUTION: Approved

PURPOSE: Service Availability (Guidebooks)

<u>TARIFF SECTION</u>	<u>PAGE NUMBER</u>	<u>PAGE REVISION</u>
L001	1	0002
G002	5	0003
G002	6	0002
H002	4	0002

A2. GENERAL TERMS AND CONDITIONS

A2.2 Limitations and Use of Service (Cont'd)

A2.2.10 Cancellation of Service for Cause (Cont'd)

A. (Cont'd)

2. With Notice (Cont'd)

c. Nonpayment of any sum due for exchange, long distance or other services, except that the following shall not constitute sufficient cause for suspension or termination of service : (Cont'd)

(2) Failure to pay for business service at a different location and telephone number shall not constitute grounds for suspension or termination of residence service or vice versa.

(3) Nonpayment of a bill of another customer as guarantor thereof.

(4) Nonpayment of administrative charges as provided in A2.4.3.B.

(5) Delinquency in payment for service by a present occupant who was delinquent at another address and subsequently joined the household of the subscriber in good standing.

(6) Delinquency in payment for separate telephone service of another subscriber in the same residence.

Residential customers whose telephone services have been temporarily denied for nonpayment will continue to have access to 911 Service (outgoing service only).

d. Use of service or facilities for calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.

e. Any other violation of the Company's terms and conditions applying to subscriber's contracts or to the furnishing of service.

f. Use of a service for the purpose of performing any service in competition with the local exchange service which the Company may now or hereafter furnish.

g. The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Company's facilities, and who, after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.

h. The Company reserves the right to cancel any contract for service with and to discontinue service to any subscriber who uses any service listed in any part of this General Exchange Guidebook, including but not limited to such call management features as the various call forwarding features, conferencing and bridging capabilities, for the purpose of allowing the subscriber or any other telephone user to avoid usage, message or toll charges, whether flat rated or usage based, that would otherwise be applicable.

A2.3 Establishment and Furnishing of Service

A2.3.1 Availability of Facilities

A. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.

B. The rates and charges quoted in this guidebook provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.

C. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the terms and conditions as set forth in Section A5. "Charges Applicable Under Special Conditions," except as otherwise specified. (M)

D. The Company may discontinue certain Company services in geographic areas for which the Company has no customers subscribing to those services. (N)

A2. GENERAL TERMS AND CONDITIONS

A2.3 Establishment and Furnishing of Service (Cont'd)

(M)

A2.3.2 Flat, Message and Measured Rate Services

- A. Residence subscribers who have two or more exchange lines in their home may elect to receive different types of service (e.g. flat rate services and measured type services) on these lines. The lines may be equipped with any combination of the service options available in their exchange.

Generally, a combination of different types of business services, i.e. any service which includes flat rate service to all or part of its local service area and any service which applies usage rates to all originated messages, will not be furnished to the same subscriber at the same business location. Different subscribers at the same business location, even in the same office, may each subscribe to a different type of service so long as each has a different account and the subscribers do not share a communication or other key-type system. Business subscribers may combine the services listed below with any other services at the same premises.

1. Hotel and hospital service, as specified in Section A11., where flat rate service may be furnished for the exclusive use of the hotel or hospital management when used in combination with message rate service for the hotel or hospital stations. Flat rate service may be provided in guests' or patients' rooms, in lieu of message rate service, in addition to flat rate service for administrative management use in hotels and hospitals. (Regardless of the type of service the hotel or hospital subscribes to, a guest or patient using the station as a place of residence may subscribe individually to flat rate service);
2. Premises where payphone stations may properly be located;
3. Nonadministrative lines connected to secretarial service facilities and not furnished with outward service;
4. Foreign Exchange Service;
5. Back-Up Line Service;
6. Toll trunk service (toll terminals);
7. Access line services which are not part of the primary voice system at a location and are used for facsimile copy transmission only, for computer data transmission only, for electronic transmission of medical information only, for access to an automatic attendant or voice mail system only, or for contingency or temporary use only during service outages of the primary system.

Business subscribers of Sharing and Resale of Telephone Services shall be allowed to mix as specified in A23.1.1.D.

A2.3.3 Reserved For Future Use

A2.3.4 Reserved for Future Use

A2.3.5 Application for Service

- A. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with the rates, charges, terms and conditions from time to time in force and effect.

B2. TERMS AND CONDITIONS

B2.1 Undertaking of the Company (Cont'd)

B2.1.4 Provision of Services (Cont'd)

- C. The Service Installation Guarantee, as set forth in B2.4.17 following, is applicable to specified services offered in this Guidebook. The Service Installation Guarantee is applied on a per circuit basis for Private Line services.

The following list identifies some of the individual Private Line services which are eligible for credit of nonrecurring charges under "Service Installation Guarantee" found in B2.4.17 following.

- MegaLink Channel Service
- MegaLink ISDN Service
- MegaLink Service
- SynchroNet Service
- Voice Grade Service (Series 2000)

Other services eligible for credit of nonrecurring charges under Service Installation Guarantee provisions are noted in their respective guidebook sections.

The following service(s)/service element are not eligible for such credit:

- Custom Network Service
- FlexServ Service

- D. The Company may discontinue certain Company services in geographic areas for which the Company has no customers subscribing to those services. (N)

B2.1.5 Special Construction, Equipment and Arrangements

All rates and charges set forth in this Guidebook provide for the furnishing of service where suitable facilities are available. Where special construction of channel facilities is necessary, special construction charges may apply as set forth in Section B5.

B2.1.6 Work Performed Outside Regular Working Hours

The rates and charges specified in this Guidebook contemplate that all installation, moves, changes or rearrangements of service be performed during regular working hours. Whenever a customer requests that such work be performed outside the Company's regular working hours or that such work once begun be interrupted, so that the Company incurs cost that would not otherwise have been incurred, the customer may be required to pay, in addition to the other rates and charges specified in this Guidebook, the amount of additional costs incurred by the Company as a result of the customer's special requirements.

B2.1.7 Application for Service

- A. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, terms and conditions as specified in this Guidebook.
- B. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness, except that failure to pay for service under this Guidebook at a different location and a different telephone number shall not constitute sufficient cause for refusal of residence service or vice-versa.
- The Company may also refuse to furnish service to any applicant desiring to establish service for former customers of the Company who are indebted for previous service until satisfactory arrangements have been made for the payment of such indebtedness.
- C. If private line service is established and it is subsequently determined that either condition in B. preceding exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.

L1. BASIC ALTERNATIVE TELECOMMUNICATIONS SERVICES

GENERAL

This guidebook applies to alternative telecommunications services furnished by BellSouth Telecommunications, LLC, between and among points within the state of Florida pursuant to its status as a certificated Alternative Local Exchange Carrier (ALEC).

This guidebook describes the rules, regulations, descriptions and rates applicable to basic and access services offered by BellSouth Telecommunications, LLC outside its franchised territories in Florida. Specific rules, regulations, descriptions and rates applicable to offerings of this guidebook are incorporated by specific references to the BellSouth Telecommunications, LLC (ILEC) General Exchange Guidebook (Section A) and to the BellSouth Telecommunications, LLC (ILEC) Access Services Tariff (E Tariff).

EXPLANATION OF SYMBOLS

When changes are made to any guidebook page, a revised page will be issued; such changes will be identified through the use of the following symbols:

- (C) To signify a changed regulation
- (D) To signify discontinued rate, regulation or text
- (I) To signify increase in rate
- (M) To signify a move from one page to another with no change to text *or* regulation
- (N) To signify new rate and/or new regulation, and/or new text
- (O) To signify obsolesced rate, regulation or text
- (R) To signify reduction in rate
- (T) To signify a change in text but no change in rate or regulation
- (U) To signify USOC added or changed only

PAGE IDENTIFICATION SYSTEM

Page numbers appear in the upper right hand corner of each guidebook page. Pages are numbered sequentially. Point pages may be added, when and if needed. For example, a new page added between page 14 and 15 would be numbered 14.1.

Page revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current pages.

DEFINITIONS

Definitions for this guidebook are contained in the General Exchange Guidebook, Section A1, and are incorporated herein by reference.

GENERAL REGULATIONS

General Regulations for this guidebook are contained in the General Exchange Guidebook, Section A2, and the BellSouth Access Services Tariff, Section E2, and are incorporated herein by reference.

The Company may discontinue certain Company services in geographic areas for which the Company has no customers subscribing to those services.

(N)