

TARIFF DISTRIBUTION

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PURPOSE: This Guidebook update will removed all references to Calling Cards and Credit Cards used as such. Additionally, this filing will cleanup outdated references to DataPhone and SmartGate services.

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A1. DEFINITION OF TERMS

CONNECTING COMPANY

A Corporation, association, firm or individual, licensed and operating as a communications common carrier, owning and operating a toll line and/or one or more central offices providing local exchange telephone service to the public and with whom the Company interchanges traffic.

CONSTRUCTION CHARGE

A separate charge authorized for construction of pole lines, circuits, facilities, etc.

(T)

(DELETED)

(D)

(DELETED)

(D)

A1. DEFINITION OF TERMS

- 1. Station-to-Station Call (Cont'd)
 - b. **(DELETED)** (D)
 - (DELETED)** (D)
 - (DELETED)** (D)
 - c. **(DELETED)** (D)
 - (DELETED)** (D)
 - (DELETED)** (D)
 - (DELETED)** (D)
 - d. "Operator" is that Station-to-Station service other than "Dial". Operator Station-to-Station includes Station-to-Station calls which originate at a pay telephone. (D)

2. Person-to-Person Call

The Long Distance MTS service where the person originating the call specifies to the Company operator a particular person to be reached, a particular station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a PBX, or Centrex Type Services attendant. When the person originating such a call agrees to talk to anyone other than the one specified, the classification of the call remains Person-to-Person.

LONG DURATION CALLS

Calls which last a duration of a minimum of two successive midnights. Long Duration Calls which are billed on a usage basis, will be subject to billing which additionally bills the call as a new call for each 24 hour period or fraction thereof, past the second midnight recorded.

MAIN STATION

See "Station".

MEASURED RATE SERVICE

See "Exchange Service".

MESSAGE

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

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

A1. DEFINITION OF TERMS

MESSAGE RATE SERVICE

See "Exchange Service".

MILEAGE AND ZONE CHARGES

A charge applying for the use of part or all of a line furnished by the Company.

a. Airline Measurement:

The shortest distance between two points.

b. (DELETED)

c. Foreign Central Office Mileage:

The measurement applying to a line within the exchange connecting a subscriber's main station, PBX, or Centrex Type Services system with a central office other than that from which he would normally be served, for the use of which a separate circuit charge is made in addition to the base rate, plus locality charges if any apply.

d. Foreign Exchange Mileage:

The measurement applying to a line connecting a subscriber's main station, PBX, or Centrex Type Services system with a central office of an exchange other than that from which the subscriber would normally be served, for the use of which a separate charge is made in addition to the base rate, plus locality charges if any apply.

e. Route Measurement:

The actual length of a circuit between two points.

MISCELLANEOUS COMMON CARRIERS

Miscellaneous Common Carriers, as defined in Part 21 of the Federal Communications Commission Rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

MOBILE TELEPHONE SERVICE

A communication service through a land radiotelephone base station.

NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK INTERFACE

Network Interface is a FCC approved standard registration program jack provided by the Company as a part of exchange access, WATS, or Private Line Services for the connection of customer inside wire and/or equipment to the telephone network. The Network Interface will be located at the demarcation point.

NON-LISTED (SEMIPRIVATE) 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 the request of a calling party.

NON-PUBLISHED (PRIVATE) 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.

NONSENT-PAID CALL

A call that is billed collect, third number or other Company-approved identification number. See "Sent-Paid Call".

(D)

A1. DEFINITION OF TERMS

SECRETARIAL LINES

Extension station lines or main station lines of patrons of a telephone answering bureau which terminate in telephone answering facilities on the premises of the bureau so as to permit the bureau to answer incoming calls on such lines.

SELECTIVE CLASS OF CALL SCREENING SERVICE

The restriction of outgoing toll calls from station users to certain types of calls, such as those which are charged to the called telephone number *or* a third number, said restriction being accomplished by means of Company operator identification. (D)

SEMIPRIVATE TELEPHONE NUMBER

See "Non-Listed" Telephone Number.

SENT-PAID CALL

A call that is either paid at or billed to the originating station line. See "Nonsent-Paid Call".

SERVICE CHARGE

A nonrecurring charge applying to the establishment of basic telephone service for a subscriber and certain subsequent additions or changes to that service.

SERVICE LINE

An exchange line associated with multiple data station installations to provide monitoring and testing of both customer and Company data equipment. The service line may be connected to a PBX, Centrex Type Services, or individual line (main or extension station) as long as direct station access is provided.

SERVICE POINTS

When used in connection with customer-provided communication channels denotes the points on the customer's premises where such channels or facilities are terminated in switching equipment used for communications with stations or customer-provided terminal equipment located on the premises.

SERVING CENTRAL OFFICE

The building that contains the central office that serves a station location.

SHARED TENANT SERVICE

Shared Tenant Service is a shared service arrangement which allows Business Basic Flat Local Exchange Service to be resold subject to regulations specified in Section A27. (T)

SINGLE ENDED TERMINAL DEVICE

The term "Single Ended Terminal Device" denotes a terminal device which terminates only one line at a given time (e.g., headset).

SMARTLINE[®] SERVICE

A standard Dial Tone First (DTF) coin line for Payphone Service Provider telephones.

A2. GENERAL REGULATIONS

A2.2 Limitations And Use Of Service (Cont'd)

A2.2.14 Billed Number Screening

Billed Number Screening will be furnished at the Company's option, and upon agreement by the customer to control instances of fraud associated with billed to third party, and/or collect calls. This service may also be furnished in response to a customer request.

A2.2.15 Reserved For Future Use

A2.2.16 Kentucky Relay Center Restrictions

- A. The following calls may not be placed through the Kentucky Relay Center:
 1. Calls to 700, 976, and 900 numbers
 2. Calls to time or weather recorded messages
 3. Calls to other informational recordings
 4. Station sent paid calls from coin telephones
 5. Operator handled conference service and other teleconference calls

(DELETED)

(D)

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. (T)
- C. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section A5., "Charges Applicable Under Special Conditions," except as otherwise specified.
- D. The economical operation of the telephone business, for the benefit of the whole body of rate payers and to the business itself may require changes in wire center boundaries. The rates for service furnished to customers affected when such changes take place will be recalculated based on the application of the approved methods of applying charges and the customer will be informed of any increase or decrease in their rates at the time of the change. (T)
- E. Exchange Boundary Administration Procedures
 1. Intra-company Procedures

Beginning on April 8, 1989, the following procedures will be used with respect to establishing intra-company boundaries of exchange areas.

 - a. Where the boundary line of an area follows along one side of a road, a building which has an entrance to that road at a point where that road is included in that area, is considered to be in that area, regardless of the geographical location of such building.

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.3 Payment For Service (Cont'd)

- H. A late payment charge of \$6.50 will apply to each residence subscriber's bill (including amounts billed in accordance with Billing and Collection Services) when any undisputed portion of a previous month's bill has not been paid in full prior to the next billing date. A late payment charge of \$15.00 and an interest charge of 1.50 percent of the unpaid balance will apply to each business subscriber's bill with a balance greater than \$6.00 (including amounts billed in accordance with Billing and Collection Services) when any undisputed portion of a previous month's bill has not been paid in full prior to the next billing date. The 1.50 percent interest charge is applied to all new charges on a subscriber's previous month's bill which were not paid prior to the next billing date. State Agencies subject to KRS 45.454 shall be assessed late payment charges in accordance with that statute. Additional penalty charges shall not be assessed on unpaid penalty charges. Federal Government customers are exempt from late payment and/or interest charges.
- I. Residence subscribers with overdue bill balances for their existing service, which has been temporarily suspended for nonpayment, who are unable to pay the charges in full may be allowed to retain their local service if they elect to have a full toll restriction placed on their existing service, at no charge, until the charges are paid. These subscribers may arrange to pay the outstanding balance in up to twelve (12) monthly installment payments. An Installment Billing Service Fee may apply as specified in Section A4.
- J. Miscellaneous Fees Associated With Payments

- 1. Payment Convenience Fee for Payment Made Via Telephone Call

A fee will apply for each instance of payment of outstanding charges when authorized by the subscriber by telephone (whether such telephone call was initiated by the subscriber or by the Company) and when the method of payment would allow the payment to be immediately credited to the subscriber's account, such as payment via an electronic check (eCheck) or any other discretionary type payment that may be accepted by the Company through such telephone contacts. This fee will not apply for payments taken directly by subscribers to authorized Company payment locations, payments mailed in, automatic funds transfers, payments through the Company Internet website (www.bellsouth.com or www.att.com), and other conventional methods of payments. The subscriber would be informed of any applicable charges prior to processing the subscriber's request. (D)

- a. Rates and Charges

- (1) Per Telephone Request

	Rate	USOC
(a) Residence	\$5.00	NA
(b) Business	5.00	NA

A2.4.4 Allowance For Interruptions

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed, upon request of the subscriber, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty-four hours from the time it is reported to or detected by the Company, except as otherwise specified in this *guidebook*. For the purpose of administering this regulation, every month is considered to have thirty days. (T)

A2.4.5 Provision For Certain State And Local Taxes And Fees

- A. When the Company is required to pay the three percent utilities gross receipts license tax for schools, authorized by KRS 160.613, the Company will increase its rates in any such county in which it is required to pay such school tax by three percent.

BASIC LOCAL EXCHANGE SERVICE

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedules (Cont'd)

A3.2.3 Measured Rate Schedule (Cont'd)¹

- D. Lower rates for the Evening and Night and Weekend rate periods are expressed as a percent reduction of the usage rates stated in A3.2.3.D. The rate is applied to the total summarized usage charge for those portions of all messages occurring within the reduced rate period. When application of the reduced rate results in a fractional charge, the amount will be rounded to the nearer whole cent.

No reduced rate applies for that portion of messages in the Day rate period.

When messages span more than one rate period, total charges for the minutes in each rate period are summarized, any reduced rate applied and the results for each rate period are totaled to obtain the total message charge.

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

	Rates and Applicable Periods							
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.	
8:00 AM to 5:00 PM ²	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	60% Disc.	60% Disc.	
5:00 PM to 11:00 PM ²	35% Disc.	35% Disc.	35% Disc.	35% Disc.	35% Disc.	60% Disc.	35% Disc.	
11:00 PM to 8:00 AM ²	60% Disc.	60% Disc.	60% Disc.	60% Disc.	60% Disc.	60% Disc.	60% Disc.	

Day Rate Period = Full Rate

Evening Rate Period = 35% Discount

Night and Weekend Rate Period = 60% Discount

- E. 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 Evening rate, unless a lower rate would normally apply.
- F. Usage charges may be billed to other numbers. (D)
- G. Usage charges apply to local calls completed with operator assistance in addition to Operator Assisted Local Call surcharges, when applicable. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable usage allowances for dialed sent paid calls. (D)

A3.2.4 Message Rate Schedule

See A3.7 for the locations and usage rates where Message Rate Service is available.

Note 1: Effective June 1, 2013, Measured Rate Service is obsoleted for Residence customers.

Note 2: To, but not including.

Note 3: Effective June 1, 2013, Message Rate Service is obsoleted for Residence customers.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedules (Cont'd)

A3.2.8 Area Calling Service (Cont'd)

F. Premium Calling

Premium Calling is available for business customers and provides unlimited local calling within the Full Local Calling Area. Subscribers to this calling arrangement will not be billed local usage charges described in paragraph E, for calls completed within the Full Local Calling Area. The Premium Calling Usage Package rate is in addition to the access line rate. Premium Calling customers may not subscribe to Local Usage Detail.

In accordance with KPSC Docket No. 91-149, the Georgetown, Sadieville and Stamping Ground exchanges have an exception to the statewide group.

1. Premium Calling Usage Package

	Monthly Rate	USOC
(a) Residence (Obsoleted, See Section A103)		
(b) Business	\$55.00	BREKX

2. Access Line

	Monthly Rate Rate Group		Exception	USOC
	1 - 4	5		
(a) Residence (Obsoleted, See Section A103)				
(b) Business Inward	\$29.70	\$33.00	\$29.70	B2K1P
(c) Business Both Way	45.00	45.00	45.00	B2K2P

G. Time/Day Discount - The preceding usage rates are peak period rates and apply from 8:00 AM to 8:00 PM, Monday through Friday (excluding holidays). Off-peak period rates apply to all other times and are rated at a 50 percent discount. When messages span more than one rate period, total charges for the minutes in each rate period are summarized and the results for each period are totaled to obtain the total message charge.

H. Grouping rates for subscribers of Area Calling Service are described in A3.19.

I. Calls completed with operator assistance within the Limited Local Calling Area or Full Local Calling Area as described in A3.6.1 will be rated at the preceding usage charges, except for the Premium offering, in addition to the appropriate Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and will be billed usage charges based on the originating number.

J. Calls made outside the Limited Local Calling Area, but within the Full Local Calling Area, on which customers requests time and charges, will have those quotations based on toll rates. This includes hotel paid guest quotation calls.

K. All rules and regulations that appear in other sections of this Guidebook apply unless otherwise stated herein.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedules (Cont'd)

A3.2.10 Area Plus Service

A. General

1. Area Plus service provides residence subscribers a flat rate exchange service access line with a calling scope as specified in *paragraphs* 2 and 3. The access line includes Touch-Tone capability. (T)
2. The monthly rates specified herein entitle a residence subscriber to unlimited calling to all exchange access lines within the serving exchange, the exchanges in the associated Limited Local Calling Area specified in A3.6.1, the *Company* exchanges in the associated Additional Exchanges specified in A3.6.1, and all other *Company* exchanges in the subscriber's LATA. The LATA for each exchange is indicated in A3.6.1, and the exchanges in each LATA are listed in A3.6.2. Unlimited calling is defined as and limited to 44,640 minutes of use in each billing period. (T)
3. The monthly rates specified herein also entitle a residence subscriber to 1,000 minutes of calling to access lines served by independent telephone companies in independent company exchanges not included in the Limited Local Calling Area, but located within the subscriber's LATA. Independent company exchanges are indicated in A3.6.2. The 1,000 minute allowance applies on a per line basis. Independent company usage in excess of 1,000 minutes per line will be billed to the subscriber at the rates specified in A3.2.10.B.2. Call detail information will be provided on the customer bill for billed usage in excess of the 1,000 minute allowance. These usage charges will not apply for calls originated from a telephone number designated for service to a hearing or speech impaired person as specified in A18.3.1.F. (T)
4. Calls completed with operator assistance from the Area Plus service access line within the Full Local Calling Area or the LATA will be rated only using the appropriate Local Operator Services surcharges specified in A3.14.3.A. Such calls are itemized on the subscriber's billing statement. (T)(D)
5. Calls made outside the Limited Local Calling Area, but within the Full Local Calling Area or the LATA on which customers request time and charges will have those quotations based on toll rates.
6. Subscribers to any of the Area Plus services receive a thirty percent discount on rates specified in A18.3.1.B.1. These discounted rates apply to covered customer-dialed collect calls accepted by the subscriber to any of the Area Plus services, including the operator surcharges on these calls. 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.B.1 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. (T)(D)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.14 Local Operator Services

[Local Operator Service rates, terms and conditions herein are modified and remain in place only to apply to end users located in Independent Company exchanges as identified in A.3.6.2 of. Local Operator Service rates, terms and conditions for customers within the AT&T Kentucky service area are found at www.att.com/agreement.]

A3.14.1 General

- A. Local Operator Services allows customers to dial the "0" operator for assistance in making a call. (D)
- B. The appropriate service charge, as specified in A3.14.3., will be applicable only if the call is completed within the local service area. (T)
- C. The person originating the call must either dial the telephone number or give the "0" operator the telephone number of the party to be reached. If the caller dials the operator and does not know the telephone number, the "0" operator will have the caller connected to Local Directory Assistance Service. The Directory Assistance "0" operator surcharge, as specified in A3.13.3.A, will be applied for the operator handling such a call. (T)

A3.14.2 Application Of Charges

- A. The appropriate service charge, as specified in A3.14.3, will be applied to each completed call except (T)
 - 1. for calls to the Company for official telephone business,
 - 2. for emergency calls to agency type telephone numbers, such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations, and to any emergency medical number, and
 - 3. for calls exempted, as defined in Section A1., Definition of Terms, Long Distance Message Telecommunications Services (MTS), as if each call defined therein were a local call. (T)
- B. A Person-to-Person or a Station-to-Station local operator-assisted call may be billed to the originating main station line (except from pay telephones), third number, collect or any other Company-approved identification number. (D)
- C. A service charge, as specified in A3.14.3., will be applied for each completed local call according to the appropriate call class, as defined in Section A1, Long Distance MTS, as if each call defined therein were a local call. (T)
- D. In addition to applicable service charge(s), each local non-sent paid call originating from a payphone service provider line and utilizing the Company's operator handling service will be rated at \$.50.

A3.14.3 Rates And Charges

A. Service Charges

	Nonrecurring Charge	USOC	
1. Billing Surcharge			
(a) (DELETED)			(D)
(b) Station-to-Station operator assisted sent-paid, collect, and third number calls, each	\$1.00	NA	(T)(D)
(c) Person-to-Person operator assisted calls, each	5.00	NA	
2. Operator Dialed Surcharge ¹			
(a) Station-to-Station operator assisted or person-to-person operator assisted calls where the operator dials the terminating number, each	1.00	NA	(D)
3. Partially Automated Surcharge ²			
(a) Station-to-Station operator assisted calls where the customer dials the terminating number and elects to have the operator handle the billing, each	1.00	NA	(D)

Note 1: An Operator Dialed Surcharge is in addition to any applicable Billing Surcharge.

Note 2: A Partially Automated Surcharge is in addition to any applicable Billing Surcharge.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.14 Local Operator Services (Cont'd)

(D)

A3.14.3 Rates And Charges (Cont'd)

- A. Service Charges (Cont'd)
 - 4. Zero Minus Charge ¹

	Nonrecurring Charge \$ 1.25	USOC NA
<ul style="list-style-type: none"> (a) Provision of Area Code, Place Name (in what Area Code is a city or exchange), Ring Back (caller wants call back to test whether equipment connected to his line "rings" when outside caller dials his number), Operator Dialing of 800, 888, 877, 866 and 855 numbers on the caller's behalf; each request (one request per call) ² 		

A3.15 Local Verification/Interruption Service

A3.15.1 General

- A. Local Verification Service provides operator assistance in determining if a called line is in use.
- B. Local Interruption Service provides for operator interruption of a conversation in progress on a called line.
- C. The customer may request Local Verification/Interruption Service for a charge, where facilities are available, by calling the "O" operator.

Note 1: Applies when customer dials zero and no other digits from a local exchange wireline, requests and receives service as described. This charge is not applied to requests originating from payphones or wireless.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.24 Directory Assistance Call Completion Service

A3.24.1 Description of Service

- A. Directory Assistance Call Completion (DACC) is an optional service provided to users of Directory Assistance (DA) Service. DA customers may choose to have the telephone number they are requesting dialed by the DA System.
- B. The service is available to Business and Residence customers except as limited in paragraph A3.24.4.
- 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.

A3.24.2 General Regulations

- A. The service is not subject to concessions.

A3.24.3 Use of the Service

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

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. Any Special Line Class Codes
 3. 976 DA number requests
 4. Alternately Billed Calls; e.g., Collect or Billed to Third Number
 5. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC
 6. Calls from tandems where the end user cannot be identified
 7. Calls from Payphone Service Provider Telephones

(D)

A3.24.5 Application of Charges and Exemptions

- A. The charges specified in paragraph A3.24.6 will be applicable to all subscribers.
- B. Chargeable Calls
 1. For charging purposes, a DACC completed call is as defined in Section A1.

A3.24.6 Rates and Charges

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

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

A3. BASIC LOCAL EXCHANGE SERVICE

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 Local Exchange Subscriber number and Local Call Completion to the number provided, if requested, given a listed name and address. (T)
- B. DA/DACC is for use by Mobile Service Providers (MSPs) only, except as limited in A3.25.2. (T)
- 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. DA/DACC is available only where billing and terminal capability exists.
- E. Access to call detail records is included as a part of this service.

A3.25.2 General Regulations

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

A3.25.3 Use of the Service

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

A3.25.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
 - 1. (DELETED)
 - 2. IntraLATA and InterLATA long distance calls
 - 3. 976 DA number requests
 - 4. Residence and Business Customers
 - 5. Alternately Billed Calls; e.g., Collect or Billed to Third Number (D)

A3.25.5 Application of Charges

- A. Charges specified in A3.25.6 will apply each time the subscriber receives a requested Local Exchange Subscriber number. (T)

A3.25.6 Rates and Charges

- A. Service Charges

(1) DA/DACC Charge

(a) Per Local Exchange Subscriber number provided

Rate	USOC
\$.45	NA

(T)

A3.26 Network Access Service

A3.26.1 General

- A. Network access can be provided on a bulk usage measured rate service basis for those customers subscribing to LightGate service, MegaLink channel service, FlexServ service or MegaLink ISDN¹ service. The charges following are applicable only on those lines, trunks, or Network Access Registers (NAR) provided for local network access. (T)
- B. When the facility portion of an ESSX service main station line is provided on LightGate service, MegaLink channel service or FlexServ service, or if the ESSX service is equipped for ISDN service, the network access can be provided at the following charges for ESSX service NAR. These rates replace those described in A3.12. (T)

Note 1: MegaLink ISDN service obsoleted 10/30/96. (See Section B107.) (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.26 Network Access Service (Cont'd)

A3.26.1 General (Cont'd)

- C. Foreign Exchange Service, when provided for use with LightGate service, MegaLink channel service, FlexServ service or MegaLink ISDN service, can be furnished on a bulk usage basis and billed the rate following. (T)
- D. The following usage regulations will apply for all dialed sent paid local calls for each line, trunk, or NAR provided for local network access.
1. Usage charges will be billed at the measured service usage rates described in A3.2.3 or at the usage rate described in A3.2.8 where Area Calling Service is available.
 2. Summarized total usage charges will be reduced by fifty percent prior to the application of the usage allowance. Time/Day discounts described in A3.2.3 and A3.2.8 do not apply.
 3. A usage allowance of \$25.00 is applicable for calls terminating in Bands A, B, and C.
 4. Total billed usage charges above the allowance will not exceed \$20.00 per line, trunk or NAR for calls terminating in Bands A, B and C. This regulation does not apply to resold services.
- E. Local calls that are not dialed sent paid, i.e., operator assisted, etc., will be billed individually at the applicable Measured Rate Service Usage Rates specified in A3.2.3 or the Area Calling Service Usage Rates specified in A3.2.8 (including Time/Day usage provisions), in addition to any applicable Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable calling allowance or usage billing reductions for dialed sent paid local calls. (D)
- F. When individual lines (except ESSX service station lines) or trunks are on the same premises as LightGate service, MegaLink channel service, FlexServ service or MegaLink ISDN service provided on a bulk usage basis, they are provided at the following rates. These rates include the usage allowance referenced in *paragraph* D.3 and an exchange access line. All other regulations stated in D., are applicable. Network Access Service cannot be mixed with any other measured or flat rate local exchange service. (T)
- When ESSX service station lines are provided in addition to those included in a LightGate service, FlexServ service or MegaLink channel service package, the facility portion of those station lines are provided at the appropriate rates from A12. If any ESSX service main station lines within an ESSX service system are served by LightGate service, FlexServ service or MegaLink channel service, or if the ESSX service is equipped for ISDN service and the service is provided on a bulk usage basis, all of that system's NARs will be provided at the following rates. (T)

A4. SERVICE CHARGES

A4.2 Application of Charges (Cont'd)

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

- D.** The Secondary Service Charge is applicable:
1. On ESSX-1 service when installing a station line or changing a station number.
 2. On other Centrex Type Services when adding or changing the operation of a NAR.

A4.2.5 Premises Work Charge Application

- A.** The appropriate Line Connection Charge, Line Change Charge, or Secondary Service Charge applies in addition to the Premises Work Charge.
- B.** Premises Work Charges apply per customer request, per Company employee performing billable work on the customer's premises. The sum of their time is used to determine the number of fifteen minute increments to be billed. Only one initial increment is to be billed per customer request except when the customer specifically requests more employees than the Company would normally dispatch. Where additional employees are specifically requested by the customer, the initial increment charge will also apply per additional Company employee requested.
- C.** Premises Work Charges apply for, but are not limited to:
1. Rearrangement of drop wire, protector and/or network interface.
 2. . Trouble Determination.
- D.** The charge for a Network Interface jack applies in addition to the appropriate Premises Work Charges for installing a customer requested Network Interface on existing working or non-working service.
- E.** The customer may request an estimate before ordering work done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed is based on the actual billable time necessary to complete the request.

A4.2.6 Service Charge Exceptions

- A.** Service Charges do not apply for:
1. Changing from Touch-Tone Service to Rotary-Dial Service.
 2. Changing from a private or semiprivate listing to a listed number.
 3. Changing the primary listing of a residence customer to the name of the remaining spouse in the event of death or divorce of the spouse currently listed.
 4. Changes in grade of service, e.g., from two-party to one-party.
 5. Changing from one flat, measured or message rate basic local service (including BellSouth Area Plus service and BellSouth Complete Choice options) to another. (T)
 6. Converting existing service to Lifeline
 7. The establishment of a customer's equivalent service at a new/temporary location when the original premises is made uninhabitable due to a disaster such as a tornado, fire, flood, etc. In lieu of a waiver at the new/temporary location, the customer may choose to receive the waiver for the return to the original premises.
 8. Changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
 9. **(DELETED)** (D)

A7. COIN TELEPHONE SERVICE

A7.4 Access Line Service For Payphone Service Provider Telephones (Cont'd)

A7.4.1 Definition And Requirements (Cont'd)

A. (Cont'd)

15. (Cont'd)

- b. The operating instructions of the instrument.
- c. A cost-free method for reporting complaints and obtaining refunds.

16. The subscriber shall insure that the instrument is FCC registered and is in accordance with all hearing impaired (hearing aid compatible) and handicapped person requirements. This includes adherence to federal requirements for size of digits on the instrument and height regulations for disabled persons and use of letterless keypads is prohibited..

17. The caller must be able to access 911 Emergency Service (where available), free and without the use of a coin.

18. PSPs shall offer toll free access to 800/888 numbers.

19. Access lines to this service must be dedicated with one line for each station and shall not be connected behind a PBX or other line concentration device with exception to Payphone Service Provider Inmate Calling Service as defined in A7.4.7.

20. PSPs that provide access to long-distance services shall:

- a. Comply with the operator service provider restrictions as described in KPSC Administrative Case No. 330, Policy and Procedures in the Provision of Operator-Assisted Telecommunications Services.
- b. Allow access to all certified long-distance carriers through 1-700, 1-800, 1-950, or 101XXXX dialing. Access to the services of long distance carriers shall not be blocked or intercepted by PSPs or traffic aggregators. Such calls shall be routed to the network as dialed by the end user.
- c. Allow access to Company operators. All "0-" calls shall be initially routed to the Local Exchange Company and shall not be blocked or intercepted by PSPs or traffic aggregators. Such calls shall be routed to the network as dialed by the end user.
- d. Provide stickers to be placed on or near the telephone equipment specifying the name, address and telephone number of the entity to which the set is presubscribed for operator services.
- e. Require that any operator service provider that rates and bills calls originated from the PSP instrument identify themselves to end-users at least once during every call before any charges are incurred.
- f. Provide a way for any caller, upon request, to be informed as to the applicable rates.

(DELETED)

21. For customers subscribing to Caller ID - Deluxe, as specified in A13.19.2.H, if the incoming call originates from a PSP set, the name information transmitted will always be "Pay Phone".

22. PSPs shall not charge for calls not completed.

23. PSPs that accept coins shall accept coins of various denominations and shall be capable of returning unused coins.

(D)

(T)

A7.4.2 Reserved For Future Use

A7. COIN TELEPHONE SERVICE

A7.4 Access Line Service For Payphone Service Provider Telephones (Cont'd)

A7.4.7 Payphone Service Provider Inmate Calling Service (PSPICS) (Cont'd)

- C. In lieu of Access Line Service for PSPs as described elsewhere in A7.4, CPE stations subscribing to PSPICS are provisioned by the customer as follows:
 - 1. May be arranged for outward only calling.
 - 2. May be arranged to terminate calls after a certain amount of conversation time, or in cases of emergency in accordance with any Rules and Regulations of the Commission and upon notification to the Company of such an arrangement. The Company will not provide credit or equivalent service to the called or calling parties for such calls.
 - 3. Shall be arranged to block Directory Assistance calls.
 - 4. Unrestricted pay telephone service may be provided at the administrator's request in a fully supervised location.
 - 5. Except as provided following, shall be arranged to allow only 0+ collect calls for local, intraLATA, and interLATA calls and to block all other calling including, but not limited to, local direct, third number, 1+ sent-paid, 0+ sent-paid, 0-sent-paid, all 0-, 700, 800, 900, 976, 950, 911, and 101XXXX. Where, however, the customer-provided stations can block additional digit dialing after initial call set-up, 1+ long distance and seven digit local calling may be permitted. (D)
 - 6. May be arranged for seven digit sent-paid local calling and for 0+ collect calling for intraLATA, and interLATA calling.
 - 7. May be arranged to limit individual inmate calls to approved telephone numbers.
 - 8. May be arranged to block access to certain telephone numbers.
 - 9. At the request of the facility administrator, call detail information, such as date and time of call, duration of calls, and called and calling telephone numbers, may be furnished to the facility where prison authorities stipulate such information appropriate in preventing or identifying abuse or unlawful use of service and where the prison authorities stipulate that the provision of such information is not in violation of any federal, state or local laws, regulations or orders.
 - 10. At the request of the facility administrator inmate service located at correctional or mental health facilities, may be provided with automated collect service for local, intraLATA and interLATA calls. (D)
- D. Rates and charges for access line service for PSPICS are provided in A7.4.5. At the request of the facility administrator, blocking of equal access calls (101XXXX) may be provided on telephones for exclusive use of inmates at the rate following. (T)
 - (1) Blocking of equal access call (101XXXX) from completion

	Rate	USOC
(a) Per line	\$1.00	PSE

- E. A notice shall be conspicuously displayed near PSPICS telephones which notifies inmates that the prison facility may monitor, time and restrict service from such phones and that information, such as date and time of call, duration of call, and originating and terminating number, may be furnished to the facility, and further, that the use of these telephones constitutes consent to this service.

A7.5 Reserved for Future Use

A7.6 Reserved For Future Use

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.2 Provision Of Service

- A. The services are limited to those areas served by central offices arranged for Custom Calling Services. Call Forwarding feature enhancements, Usage Sensitive Three-Way Calling and the cancel feature for Call Waiting are available only in central offices where the capability exists and has been implemented.
- B. The services are furnished only in connection with individual line service. The service is not available in connection with Centrex Type Services, Prestige Communications Service, Prestige Communications Package, Prestige Deluxe service private branch exchange or coin telephone service.
- C. In addition to the "Monthly Rate" following, for calls forwarded outside the Local Calling Area on a toll network, the Call Forwarding customer is responsible for the applicable toll charges specified in this Guidebook or any other applicable service publication for the duration of each call answered, even though such calls might not be accepted at the answering location after their charge conditions are explained. For calls forwarded inside the Local Calling Area, a measured or message rate service Call Forwarding customer is responsible for the applicable customer-dialed measured or message rate service charges specified in this Guidebook, as appropriate, for each call answered at the answering location. In all cases, the charge for that portion of a subject call between the originating station line and the call forwarding location shall be the charge specified in this Guidebook or any other applicable service publication for the type of call involved, either local or toll, for the entire duration of the call, but measured only the distance to the call forwarding location. This portion of the call may be billed to the originating station line, third number, collect or any other special identification number, if appropriate for the type of call involved. (D)
- D. Call Forwarding On PBX Trunks
Call Forwarding is offered for use with PBX trunks subject to the following limitations:
 - 1. It may be provided only when compatible with the equipment configuration at the customer's premises.
 - 2. It is available only on two-way trunks.
 - 3. It is not available with Direct Inward Dialing trunks.
 - 4. If the feature is proposed on a facility on which hunting is also to be provided, this service is available only with Multi-Line and Series Completion hunting arrangements and is subject to the limitations of these arrangements.
 - 5. When calls are being forwarded intra-office, the number of calls that can be forwarded simultaneously is equal to the number of trunks in the customer's system that are arranged to receive calls and are equipped to provide the Call Forwarding feature.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.11 Remote Call Forwarding (Cont'd)

A13.11.5 Rates And Charges (Cont'd)

- C. Message Charges (Cont'd)
2. (Cont'd)

The respective charge for each such portion shall be as follows:

- a. Between the originating station line and call forwarding location
The charge for this portion of a remotely forwarded call shall be the charge specified in this *Guidebook*, or any other applicable *service publication*, for the type of call involved, either local or toll, for the entire duration of the call, but measured only the distance to the call forwarding location. This portion of the call may be billed to the originating station line, third number, collect or any other special identification number, if appropriate for the type of call involved. (T)(D)
- b. Between the call forwarding location and the terminating station line
For calls forwarded inside the Limited Local Calling Area, the Remote Call Forwarding customer is responsible for the measured or Area Calling Service usage charges specified in A3.2.3.D. or A3.2.8.E., as appropriate. (T)
For calls forwarded outside the Limited Local Calling Area, but within the Full Local Calling Area, the Remote Call Forwarding customer is responsible for the toll or Area Calling Service usage charges specified in A18. or A3.2.8.E., as appropriate. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.12 Selective Class Of Call Screening Service (Cont'd)

A13.12.2 Rates And Charges

The following rates and charges will apply in addition to Secondary Service Charge.

	Monthly Rate	USOC
1. MultiServ service and PBX trunks		
(a) Per Central Office line equipped for screening including MultiServ service main station lines	\$1.25	SRG
(b) (Obsoleted - See Section A113)	-	NA
(c) Per PBX trunk equipped for screening	8.20	SRG
2. ESSX-1, ESSX service, Digital ESSX service, MultiServ PLUS service and BellSouth Centrex service		
(a) per NAR equipped for screening	8.20	SRGBB
(b) Per main station line equipped for screening	-	SRGPL

A13.13 Reserved For Future Use

A13.14 Toll Trunks (Toll Terminals)

A13.14.1 General

- A. A toll trunk is a special access trunk extending from a customer's premises to the Company's premises for the purpose of completing toll calls originated at the customer's location. These facilities may be arranged to:
 - 1. Route all long distance calls to an operator for completion.
 - 2. Route all Dial Station-to-Station calls directly to a toll network and route all other long distance calls to an operator for completion.
- B. A toll trunk may be arranged, at the customer's request, for Selective Class of Call Screening Service, as outlined in Section A13. This service enables a customer, by means of an operator, to restrict outgoing toll calls from station users to certain types of calls such as those which are charged to the called number *or* a third number. (T)(D)
- C. Connections will not be established between a toll trunk and exchange station lines or other toll trunks in the exchange area where the toll trunk is located.
- D. Toll trunks are furnished only to customers who have local exchange service concurrently. Also, all local calls and calls to certain Company numbers such as repair service, Public Emergency Service (911), etc. will be permitted from the customer's establishment only on regular exchange service facilities of the customer.
- E. Outward connections only will be established from a toll trunk.
- F. Service arrangements, requested by the customer, in excess of the intent of this Guidebook may be provided at charges based on cost.
- G. This service is furnished only where facilities permit.
- H. If appropriate, in addition to rates and charges listed following, Company Foreign Exchange channel charges are applicable when this service is extended over such dedicated facilities from a foreign exchange.

A13.14.2 Rates And Charges

- A. The monthly rate per toll trunk is equivalent to the Business Individual Line Flat Rate in the area containing the customer's premises from which the trunk extends.
 - 1. Per toll trunk

	Rate	USOC
(a) Charge	-	LD2

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.20 Call Screening And Restriction Services - Customized Code Restriction (CCR)

A13.20.1 General

Customized Code Restriction is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. It is offered with options containing various sets of codes to be restricted, and is available to basic exchange customers with individual line residence or business service or PBX trunks in either flat, message or measured rate service environments.

A13.20.2 Regulations

- A. Customers may subscribe to whichever option meets their needs, but only one option may be provided on a line/trunk or group of lines/trunks. Also, options of this service may not be combined with Selective Class of Call Screening in A13.12, or Toll Trunks specified in A13.14. These regulations do not apply to Option #5 which may be provided with other CCR Options. (T)
- B. CCR is furnished only from central offices equipped to provide this service and where facilities permit.
- C. When CCR is provided from central offices other than the customer's normal serving central office, Foreign Central Office or Foreign Exchange charges as specified in Section A9., whichever is appropriate, will apply to all lines/trunks equipped with this service. (T)
- D. CCR does not provide restriction of non-chargeable calls to Company numbers, such as repair service, public emergency service numbers (911), or toll free 1+8XX calling. (D)
- E. Subscribing to CCR does not relieve customers of responsibility for calls charged to their numbers.
- F. It is the responsibility of the customer to notify all users of their service that an operator cannot be reached.
- G. The Company shall not be liable to any person for damages of any nature or kind arising out of, or resulting from, or in connection with the provision of this service, including without limitation, the inability of station users to access the operator for any purpose, or any other restricted codes.
- H. Residence customers who subscribe to any of the Area Plus services may restrict 1+InterLATA calls while allowing 1+IntraLATA calls to be completed by subscribing to CCR Option #7.
- I. CCR - Options
The codes shown for CCR options are not to be considered all inclusive. Codes may be changed and new or different codes may be added as deemed appropriate by the Company.
 - 1. Option #1 Restricted Codes
Vacant Code Recording 1+, 0-, 0+, 00-, (1+/0+) 411, NPA 900, IDDD 01+, IDDD 011+, 101XXXX, LD 555-1212
 - 2. Option #2 Restricted Codes
Vacant Code Recording 0-, 0+, 00-, IDDD 01+
 - 3. Option #3 Restricted Codes
Vacant Code Recording 1+, 0-, 0+, 00-, IDDD 01+, IDDD 011+, NPA 900, 101XXXX, LD 555-1212
 - 4. Option #4 Restricted Codes
Vacant Code Recording NPA 900
 - 5. Option #5 Restricted Codes for business customers only
Vacant Code Recording 101XXXX
 - 6. Reserved for future use
 - 7. Option #7 Restricted Codes
1+InterLATA, Vacant Code Recording 0-, 0+, 00-, (1+/0+) 411, NPA 900, IDDD 01+, IDDD 011+, 101XXXX, LD 555-1212
- J. Customized Code Restrictions can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies. (T)
- K. Customized Code Restriction will be established and provided at no charge for customers receiving Lifeline service from A3.31. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service (Cont'd)

A13.79.1 General (Cont'd)

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

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

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

A13.79.2 Service Requirements and Conditions

- A. All requests for 211 must be submitted in writing to the Kentucky Public Service Commission. The Commission will allocate 211 numbers in the BLCAs based upon requirements and/or standards established by the FCC.
- B. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 211 subscriber has failed to establish service or decides to discontinue service establishment, the 211 number will be recalled and the number will be considered available for reassignment as specified in *paragraph A*. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.80 711 Dialing Code for Telecommunications Relay Service (TRS)

A13.80.1 General

- A. 711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all relay service entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105 assigned 711 dialing code for nationwide access to TRS entities, to be implemented not later than October 1, 2001
- B. 711 is available from *the Company* in *Company* Territory only. To provide access to a 711 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with the independent company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711. (T)
- C. This service is subject to the availability of the 711 dialing code.
- D. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc)
- E. Limitations an use of service as stated in Section A2., apply. (T)
- F. Directory Listings may be provided for 711 at rates and regulations as specified in Section A6. (T)
- G. Access to 711 is not available to the following classes of service:
 - Hotel/Motel/Hospital Service (toll call only)
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls) (D)
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

In addition, operator assisted calls to the 711 will not be completed.
- H. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
- I. An "affiliate" of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the TRS entity. 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.

A13.80.2 Service Requirements and Conditions

- A. Effective November 7, 2000, the 711 Dialing Code has been assigned for TRS use by the Kentucky Public Service Commission, to be implemented by March 1, 2001.
- B. The Company will implement the TRS entity's request within a reasonable time, given the complexity of the order.
- C. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulating entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is affected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telephone relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate rates for the establishment of the new access arrangement. (T)
- D. Only one 10-digit toll free number may be used as the lead number per basic calling area.
- E. The 711 Dialing Code is provided where facilities permit.
- F. TRS entity should work separately with cellular companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- G. TRS entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service

A13.81.1 General

- A. 511 Dialing Service ("511") is a three digit local dialing arrangement available in specified areas *of the* Company, for delivery of general information via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services. In addition, the 511 subscriber must comply with any orders and rules pertaining to 511, adopted by the FCC in rulemaking proceeding CC Docket 92-105. (T)
- B. 511 is available from *the Company* in *Company* Territory only. To provide access to 511 to end users in an independent company territory, or to a Competitive Local Exchange Carriers (CLECs), end users within the local calling area, the 511 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to travel information services provided by 511. (T)
- C. The Local Calling Area of the 511 Service subscriber will be the basic Local Calling Area defined in A3.6, as facilities permit. If local calling areas are merged, and a 511 number exists in both areas, the 511 subscriber who established first in time will be entitled to retain the 511 number in the merged local calling area. (T)
- D. This service is subject to the availability of 511 numbers.
- E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- F. Limitations and use of service as stated in Section A2., apply. (T)
- G. Directory Listings may be provided for 511 at rates and regulations as specified in Section A6. (T)
- H. Access to 511 is not available to the following classes of service:
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls) (D)
 - 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. (T)
- 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. 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 *the* 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. (T)
- 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. (T)
- C.** 311 will be assigned to the subscriber on a central office-by-central office basis, as facilities permit. 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.
- 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. (T)
- 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. (T)
- G.** Directory Listings may be provided for 311 for Non-Emergency Municipal Use at rates and regulations as specified in Section A6. (T)
- H.** Access to 311 is not available to the following classes of service:
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls) (D)
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A
 In addition, operator assisted calls to the 311 subscriber will not be completed.
- I.** The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity without prior approval from the Company.
- J.** An “affiliate” of a 311 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 311 subscriber. The term “control” (including the terms “controlling”, “controlled by, and under common control with”) means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.
 If a 311 subscriber becomes an affiliate of or is acquired by another 311 subscriber through merger, acquisition, annexation or otherwise, then the affiliated subscribers must surrender all but one 311 number within 6 months of the merger or acquisition.
- K.** 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Calling Number Identification service in A13. (T)
- 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.

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, Collect Calls)
- Inmate Service
- 101XXXX
- Cellular - Type 2A
- Independent Telephone Companies (ICOs)

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

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

A13.83.2 Rates and Charges

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

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.1 Application

This *Guideook* applies to Long Distance Message Telecommunications Service (MTS) furnished or made available by the Company and its connecting companies between points within the state of Kentucky, and within the same LATA where the respective rate centers of such points also are located in said state and the same LATA. (T)

A18.2 General

- A. Long Distance Message Telecommunications Service is that of furnishing facilities for communications between stations in different rate centers for either two-point or conference service.
- B. Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in A18.5.
- C. Long Distance MTS is provided for use by the customer and may be used by others when so authorized by the customer. Use of the service is subject to regulations in Section A2., with the exception of A2.2.1.A and A2.2.1.B, which restrict the use of service and prohibit payment to the customer by another for use of the service and which remain applicable to Rates for Hearing or Speech Impaired Customers as described in A18.3.1.G.

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, as either Dial, Operator, or on a Person-to-Person basis. These classes of calls are defined in Section A1., Definition of Terms, under "Long Distance Message Telecommunications Services". (T)(D)
- B. Rates and Charges
 - 1. Residence
 - a. Charges for each Long Distance MTS message between any two points within the state and within the same LATA and originated from a residence class of service are determined as follows:
 - (1) All messages are rated in full minute increments. Initial and additional minute basic rates are specified in the Basic Rate Schedule following. Initial minute rates are for connections of one minute or any fraction thereof. Additional minute rates are for each additional minute or any fraction thereof that the connection continues beyond the first minute.
 - (2) (DELETED)
 - (3) For any Operator Station, or Person-to-Person message, the surcharge specified in A18.3.1.B.3 is added to the Basic Rate Schedule charge. (D)
 - (4) All real-time rated calls are rounded and rated in whole minutes. Real-time rated calls are calls that require quotation of charges before or after a call is completed (1+ Hotel or Time and Charges).
 - b. Basic Rate Schedule
 - (1) The following table contains the initial minute and additional minute rates for all call classes. These rates are based on chargeable time (duration) of the message, as specified in A18.3.1.C, and the airline mileage between the rate centers of the two stations connected, as specified in A18.5.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**A18.3 Two-Point Service (Cont'd)****A18.3.1 Service Between Land Wire Telephones (Cont'd)****B. Rates and Charges (Cont'd)****2. Business**

- a. Charges for each Long Distance MTS message between any two points within the state and within the same LATA and originated from a business class of service are determined as follows:
 - (1) All messages are rated in full minute increments. Initial and additional minute basic rates are specified in the Basic Rate Schedule following. Initial minute rates are for connections of one minute or any fraction thereof. Additional minute rates are for each additional minute or any fraction thereof that the connection continues beyond the first minute.
 - (2) (DELETED)
 - (3) For any Operator Station, or Person-to-Person message, the Service Charge specified in A18.3.1.B.3. is added to the Basic Rate Schedule charge. (D)
 - (4) All real-time rated calls are rounded and rated in whole minutes. Real-time rated calls are calls that require quotation of charges before or after a call is completed (1+ Hotel or Time and Charges).
- b. Basic Rate Schedule
 - (1) The following table contains the initial minute and additional minute rates for all call classes. These rates are based on chargeable time (duration) of the message, as specified in A18.3.1.C, and the airline mileage between the rate centers of the two stations connected, as specified in A18.5.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

MTS rates, terms and conditions herein are modified and remain in place only to apply to end users located in Independent Company exchanges as identified in The Company's General Subscriber Services Tariff A.3.6.2. MTS rates, terms and conditions for customers within the AT&T Kentucky service area are found at www.att.com/agreement. (T)

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

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

B. Rates and Charges (Cont'd)

3. Billing and Operator Surcharges

- a. For any message in the call classes listed following, add the surcharge shown following to the Basic Rate Schedule charge for that message. Reductions do not apply to the surcharges.

	Charge Per Call	USOC	
(1) Billing Surcharges			
(a) (DELETED)			(D)
(b) (DELETED)			(D)
(c) Station-to-Station operator assisted sent paid, collect, and third number calls, each	\$1.00	NA	(D)
(d) Person-to-Person operator assisted calls, each	5.00	NA	
(2) Operator Dialed Surcharge ¹			
(a) Station-to-Station operator assisted or Person-to-Person operator assisted calls where the operator dials the terminating number, each	1.00	NA	(D)
(3) Partially Automated Surcharge ²			
(a) Station-to-Station operator assisted calls where the customer dials the terminating number and elects to have the operator handle the billing, each	1.00	NA	(D)

C. Timing of Messages

- 1. The time observed at the rate center of the calling station applies, whether the call is originated as sent-paid or collect.
- 2. 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.
- 3. On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.
- 4. 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.
- 5. Chargeable time does not include time lost because of faults or defects in the service.

Note 1: An Operator Dialed surcharge is in addition to any applicable Billing Surcharge.

Note 2: A Partially Automated Surcharge is in addition to any applicable Billing Surcharge.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

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

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

- D.** Reversal of Charges (Collect Calls)
1. Collect calls are permissible for all telephone calls provided the charges are accepted at the called station. When a collect call is attempted to a pay telephone, the charges must be billed to a third party number, or the call may be re-originated from the called station. (D)
 2. The established Operator Station-to-Station or Person-to-Person rates apply. (T)
- E.** Reserved For Future Use
- F.** 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 off-peak rate.
- G.** Rates for Hearing or Speech Impaired Customers
1. Rates for certain MTS calls are reduced for hearing and/or speech impaired customers who meet *the following* requirements: (T)
 - a. The customer is certified to the Company as having a hearing or speech impairment that prevents telephone voice communication.
 - b. The customer has non-voice equipment used for telecommunications.
 - c. The customer makes written application to the Company for the reduced rates.
 - d. The customer designates to the Company one and only one telephone number associated with that customer's residence service. Reduced rates apply only to calls originated from this telephone number.
 2. Rates for certain MTS calls are reduced for an agency that assists hearing or speech impaired persons under the following conditions:
 - a. The agency provides non-voice telecommunications equipment solely for the use of hearing or speech impaired persons.
 - b. The agency makes written application to the Company for the reduced MTS rates.
 - c. The agency designates to the Company one and only one local exchange telephone number associated with each piece of non-voice telecommunications equipment. Each such number may be used only for calls through the non-voice telecommunications equipment. Reduced rates apply only to calls originated from such designated telephone numbers.
 3. All Dial Station-to-Station (DDD) calls originated from the designated telephone number will be discounted at 25% off the total Basic Rate Schedule charge. When application of the discount results in a fractional charge, the amount will be rounded down to the lower cent.

A18.3.2 Service Through Mobile Telephone Service Base Stations

- A.** General
1. The regulations and rates set forth following apply for Long Distance Message Mobile Telephone Service furnished through the mobile telephone service base stations specified in Section A17. Such service is in addition to that offered in Section A17., Mobile Telephone Service. (T)
 2. Long Distance Message Mobile Telephone Service is a communication service through a base station between a mobile unit and a land wire telephone located outside the mobile service area associated with such base station, or between two mobile units served through different base stations having different rate centers.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

MTS rates, terms and conditions herein are modified and remain in place only to apply to end users located in Independent Company exchanges as identified in *the* General Subscriber Services Tariff A.3.6.2. MTS rates, terms and conditions for customers within the BellSouth service area are found at www.att.com/agreement. (T)

A18.14 Directory Assistance Call Completion Service

A18.14.1 Description of Service

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

A18.14.2 General Regulations

- A. The service is not subject to concessions.

A18.14.3 Use of the Service

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

A18.14.4 Limitations of Service

- A. The service is not available for the following classes of service call categories: (D)
 - 1. UniServ DA number requests
 - 2. Any Special Line Class Codes
 - 4. 976 DA number requests
 - 5. Alternately Billed Calls; e.g., Collect or Billed to Third Number
 - 6. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC
 - 7. Calls from tandems where the end user cannot be identified
 - 8. Calls from Payphone Service Provider Telephones

A18.14.5 Application of Charges and Exemptions

- A. The charges specified in A18.14.6 following will be applicable to all subscribers.
- B. Chargeable Calls (T)
 - 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

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

A20. OPTIONAL CALLING PLANS

A20.1 General

This *Guidebook* applies to Long Distance Message Telecommunications Service furnished or made available by the Company and its connecting companies between points within the state of Kentucky and within the same LATA where the respective rate centers of such points also are located in said state and the same LATA. (T)

A20.1.1 Description Of Service

Optional Calling Plans are specially designed intercity calling plans applicable to intrastate intra-LATA Dial Station-to-Station long distance calls placed during the service period as prescribed in the plans defined following. All other long distance calls will be billed as regular long distance calls.

- A. (Obsoleted, See Section A120.)
- B. (DELETED)
- C. (DELETED)
- D. Saver Service
 - 1. Saver service is a set of specially designed toll Optional Calling Plans applicable to intrastate intraLATA long distance calls originated and terminated in the customer's home state. (T)
 - 2. Individual message detail is included as part of this service. (T)
 - 3. The service is offered in connection with outward customer dialed station-to-station calling plus station-to-station, person-to-person, collect or bill to third party calls which are billed to the customer's account. Saver service discounts apply only to the message toll rates associated with such calls. (T)(D)
 - 4. The service is available in connection with individual line, PBX, Centrex Type Services and Remote Call Forwarding (RCF) Service except as specified in *paragraph* 6. (T)
 - 5. The service is offered on an account basis only.
 - 6. The service is not available for use with IntraLATA Only Outward WATS and Combined Outward WATS in Section A19, Mobile Telephone Service, Dormitory Communications Service, and Long Distance Trunk Service. (T)

A20. OPTIONAL CALLING PLANS

A20.2 General Regulations (Cont'd)

A20.2.2 Limitation Of Service

- A. Offering of this service is subject to availability of facilities and/or billing capability as determined by the Company.
- B. (DELETED)
- C. (DELETED)
- D. A customer may not subscribe to both a two-way plan and a one-way plan to the same terminating exchange during the same billing month.
- E. Except for Saver service, as specified in A20.3.8, plan usage time is accumulated by completed calls in minutes and seconds with a minimum connection time applicable of one minute. Usage time for any given billing month on two-way plans will be accumulated based on when usage data for calls in the reverse direction are available for computer processing rather than the date when made. (T)
- F. The originating time of connection determines whether a call is included in the subscriber's optional calling plan.
- G. Individual message detail is not included as part of the service, except for Saver service, as specified in A20.1.1.D. (T)
- H. Except for Saver service, as specified in A20.1.1.D, Optional Calling Plans do not include person-to-person, collect, conference or other calls requiring operator handling. For all Optional Calling Plans, an operator will: (T)(D)
 - 1. Reach the called telephone number, when the customer reports making an unsuccessful attempt for reasons other than a busy, don't answer or wrong number condition, or
 - 2. Re-establish a call which has been interrupted by cut-off or poor transmission after the called number has been reached.
- I. A customer may not subscribe to more than one Optional Calling Plan that covers the same time period and geographical area.

A20.2.3 Use Of Service

The service is furnished subject to regulations in Section A2., including those regulations which restrict use of the service to communications in which the customer has a direct interest and prohibit payment to the customer by another for use of the service, except as specified in A20.1.1.D.7.

A20.2.4 Minimum Contract Period

The minimum contract period is one month, except as specified in Section A6, when a two-way subscriber has a foreign listing printed in the distant directory which indicates no charge applies for direct dialed calls to his number. (T)

A20. OPTIONAL CALLING PLANS

A20.3 Rates (Cont'd)

A20.3.8 Saver Service Options (Cont'd)

6. The WatsSaver service Term Plan Discount is available as follows:

Discount	Term
5%	12 Months
8%	24 Months
11%	36 Months

(T)

(T)

A20.3.9 Custom Rate Plan

A. Description of Service

1. Custom Rate Plan is an Optional Calling Plan offered to residential customers and is applicable to intrastate intraLATA long distance calls originated and terminated in the customer's home state. Eligible calls include those dialed on a Station-to-Station basis (as either Dial or Operator) or on a Person-to-Person basis. These classes of calls are defined in Section A1., Definition of Terms.

(T)(D)

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

B. Timing of Messages

1. Initial thirty second rates given in the rate schedule in E.3 are for connections of thirty seconds or any fraction thereof. All additional one-tenth minute rates given in the rate schedule in E.3 are for each additional one-tenth minute or any fraction thereof that the connection continues beyond the first thirty seconds.

(T)

2. The time at the beginning of each billing increment determines the applicable rate period for that billing increment. The time observed at the rate center of the calling station applies, whether the call is originated as sent-paid or collect.

3. On Station-to-Station calls, chargeable time begins when connection is established between the calling station and the called station, Miscellaneous Common Carrier mobile radio system, or PBX system.

4. On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.

5. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

6. Chargeable time does not include time lost because of faults or defects in the service.

C. Reversal of Charges (Collect Calls)

1. Collect calls are permissible for all telephone calls provided the charges are accepted at the called station.

2. The regularly established Operator Station-to-Station or Person-to-Person rates of A18.3.1.B.3 apply.

D. Rates Applicable on Certain Holidays

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

(D)

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 *paragraph 3*.

(T)

b. If any portion of a message occurs in the discount rate period, the Basic Rate Schedule charges are discounted, as specified in *paragraph 4*.

(T)

c. For any Operator Station-to-Station, or Person-to-Person message, the applicable Billing and Operator Surcharges specified in *paragraph 5* are added to the Basic Rate Schedule charge.

(T)(D)

A20. OPTIONAL CALLING PLANS

A20.3 Rates (Cont'd)

A20.3.9 Custom Rate Plan (Cont'd)

E. Rates and Charges (Cont'd)

3. Basic Rate Schedule

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

b. Basic Rate Schedule (Day Rate Period)

(1) Rate Mileage

	Initial Thirty Seconds \$.05	Additional One-Tenth Minute Each Or Fraction Thereof \$.01	USOC OSR20
--	---	---	-----------------------

(a) All distances

4. Rate Periods and Rate Discounts

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

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

b. Day Rate Period = Full Rate = Peak Period

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

c. Discounts for the discount rate period are expressed as a percent reduction of the Basic Rate Schedule charges (in *paragraph 3*). 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. (T)

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

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

5. Billing and Operator Surcharges

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

Note 1: To, but not including.

A20. OPTIONAL CALLING PLANS

A20.4 Easy Calling Plans

A20.4.1 Plan No. 1

- A. Description of Service
 - 1. Plan No. 1 is an optional calling plan that is available to residence customers only, subject to the criteria in *paragraph B*. Plan No. 1 allows all direct dialed sent paid (non-operator assisted) intrastate calls that originate and terminate in the customer's home Calling Zone/LATA to be rated at \$.10 per minute rather than the rate schedule shown in A18.3.1.B.1. (T)
 - 2. This service is available only in exchanges served by *the Company* where facilities and billing capabilities exist. (T)
- B. Limitations of Subscription
 - Plan No. 1 is only available to residential customers that meet one of the following criteria.
 - 1. Contacted by a *Company* representative or Agent of *the Company* and offered the plan. (T)
 - 2. Averaged at least \$3.00 of intraLATA toll billing by *the Company* over the last three months. (T)
 - 3. Subscribe to Complete Choice service. (T)
- C. Application of Charges
 - 1. The initial period for telephone connection between all points is thirty seconds. Additional periods are billed in one-tenth minute increments.
 - 2. Time-of-day discounts specified in A18.3.1.B.1 do not apply to Plan No. 1 calls.
 - 3. Plan No. 1 rates do not apply to the usage associated with other optional calling plans *or* operator assisted calls. (D)
 - 4. Subscription to Plan No. 1 is on a per line basis.
 - 5. Normal service charges specified in Section A4 do not apply for subscribing to this plan, or canceling subscription to this plan. (T)
 - 6. The new rate applies only to calls made after the service effective date for this plan.
- D. Rates and Charges
 - 1. Rates per increment of time

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

A35.INTERCONNECTION OF MOBILE SERVICES

A35.1 Interconnection Services for Mobile Service Providers (MSP's) (Cont'd)

A35.1.1 General (Cont'd)

F. Service Installation Guarantee (Cont'd)

4. Service Installation Guarantees do not apply:
 - a. when failure to meet the Service Date occurs because of:
 - (1) any act or omission of this MSP, any other MSP or any third party, or of any other entity providing a portion of a service,
 - (2) labor difficulties, governmental orders, civil commotions, criminal actions against the Company, acts of God, war or other circumstances beyond the Company's control,
 - (3) unavailability of the customers facilities and/or equipment
 - b. to service requiring Special Construction as set forth in Section A5. (T)
 - c. to Specialized Service or Arrangements or Individual Case Basis filings as set forth in Section A5. (T)
 - d. when alternate arrangements for SS7 signaling links are utilized.

In addition, Service Installation Guarantee will not apply during a declared National Emergency.

G. Other Associated Terms, Rates and Conditions

1. These services are offered at the rates specified herein from central offices where necessary service options are available.
2. The rates contained in this offering contemplate the use of standard serving arrangements normally provided by the Company. Non-standard facility requirements, equipment, or service options may be requested via the special assembly process as defined in Section A5. (T)
3. MegaLink service, MegaLink Light service, MegaLink channel service, and LightGate service as defined in Section B7. of the Private Line *Guidebook* are used to rate certain portions of DS1 service offered under this *Guidebook*. The terms and conditions which apply for those services apply here, except that the month-to-month rates for these services, as specified in Section B7 of the Private Line *Guidebook* may be applied without the MSP fulfilling any minimum contract period. However, a minimum initial service period may apply for DS1 services, as specified in Section B7. of the Private Line *Guidebook* for MegaLink, MegaLink Light or LightGate service. (T)
4. Directory listings for MSP's are provided in accordance with regulations and rates found in Section A6.
5. Clients of the MSP may be provided directory listings as specified in A6.6.2 Business Additional Listing.
6. Charges for Operator Assisted Local Call and Local Operator Verification/Interruption Service as defined in Section A3. are applicable and will be individually itemized on the MSP's bill. (T)(D)
7. Charges for IntraLATA Long Distance Operator Verification/Interruption Service as defined in Section A18 are applicable and will be individually itemized on the MSP's bill. (T)
8. When the MSP wants to prohibit third number and collect calls to mobile numbers, Billed Number Screening is available upon request. Certain calls cannot be screened, including but not limited to calls handled by independent Company (ICO) operators, Maritime, Air-to-Ground, and International calls, or calls handled by companies that do not subscribe to the data base where toll billing exception data is stored. The MSP is, however, responsible for the charges for these calls.
9. The appropriate service charges in Section A4 apply to the establishment and rearrangement of service provided under this section. In addition, the nonrecurring charges specified in A35.1.6 shall apply for connection of service or rearrangement.

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN-Business Service (IBS)

A42.1.1 General

- A.** ISDN - Business Service (IBS) will be offered under a Flat Rate Threshold Pricing Plan or a Usage Option Plan.
1. The Flat Rate Threshold Pricing Plan allows up to 320 hours of use each month per DSL at the flat rate. Minutes of use rates will apply for all usage above the 320 hours per DSL threshold.
 2. Usage Option Plans will be available for various thresholds of local use only on National ISDN lines.
 - a. Usage Option Plan A - The Basic Local Calling area for Usage Option Plan A will be the LATA boundary. Local usage under Usage Option Plan A will be recorded on originating calls terminating within the LATA. Minutes of use rates will apply for all local usage. This plan is limited to outward only service.
 - b. Usage Option Plan B will have unlimited usage inside the Extended Local Calling Area. The Extended Local Calling Area for Usage Option Plan B will be the Basic Local Calling Area plus the Extended Calling Area as described in Section A3.
 3. The following stipulations apply only when the IBS line from which the call originates subscribes to a Usage Option Plan.

Calls completed with operator assistance within the Basic Local Calling Area and Extended local calling area will be rated at the Usage Option Plan usage charges in addition to the appropriate Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable usage allowances or caps. (D)
 4. Reduced toll rates as specified in this section will be applied to toll calls outside the Extended Local Calling Area but within the LATA for all calls billed to a IBS line subscribing to Usage Option Plan B. Operator assisted charges as specified in Section A3 apply to operator handled calls in addition to the usage charges specified. (D)
- All IBS lines in an earning account must be in the same type Plan, i.e., all Usage Option Plan A's, Threshold, etc. Hunting between various types of plans will not be allowed.
- A minimum service period of three months will be required on IBS line whether established under a Flat Rate Threshold Pricing Plan or a Usage Option Plan. Termination Charges as defined in this Guidebook will apply if the customer terminates or disconnects the service prior to fulfilling the three months period.
- B.** ISDN - Business Service (IBS) is a new intraLATA group of offerings supported by the Integrated Services Digital Network (ISDN) architecture. IBS supports simultaneous transmission of voice and data on the same exchange access line. Calling/Called Number Delivery, Calling Name Delivery, and Call Hold are included with this service where facilities permit. Numbers will not be delivered from lines equipped with Optional Calling Number Blocking in A13.19.
- C.** IBS provides a new method of access to the telephone network called Basic Rate Access. Basic Rate Access will consist of one or two 64 Kbps (B) channels and one 16 Kbps (D) channel at the service delivery point.
- D.** IBS is provided through Basic Rate Access. Features are available to increase the capability of the Bearer Alternative Service and may be subscribed to on an as-needed basis.
- E.** B channel circuit switched services offer up to 64 Kbps intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or data transmission paths on a per call selection basis. Transmission on the B channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. This option includes one directory number (DN).

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

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

A42.3.2 Regulations (Cont'd)

- Q. When a customer's normal serving central office is not equipped to provide BellSouth Primary Rate ISDN, the customer may be served, at the Company's option, from an equipped central office without incurring interoffice channel charges. BellSouth Primary Rate ISDN customers to be served under this arrangement must sign an agreement that the service may be moved back at the Company's discretion to the normal serving central office and to a probable number change when/if that office is equipped with ISDN. This is referred to as the Alternate Network Serving Arrangement (ANSA). If a customer, under ANSA, requests BellSouth Primary Rate ISDN from an ISDN equipped central office other than that determined by the Company, interoffice channel charges as specified in A42.3.4.B will apply. Also, if a customer requests BellSouth Primary Rate ISDN from a central office other than their normal serving office and ANSA does not apply, interoffice channel charges will apply as specified in A42.3.4.B. ANSA does not apply for Inward Data Extended Reach Service.
- R. The BellSouth Primary Rate ISDN - Digital Data Only option¹ provides for the transmission of data mode calls only. The BellSouth Primary Rate ISDN - Digital Data Only arrangement will be provisioned with the customer's requested number of Digital Data Only B-channels with no B-channels capable of transmitting voice mode calls in the same arrangement.
- S. The BellSouth Primary Rate ISDN Inward Data option provides for the transmission of inward analog and digital data calls only.
- T. Terms and Conditions in Section A2, prohibiting the mixing of flat and message or flat and measured service do not apply for BellSouth Primary Rate ISDN.
- U. No usage charges apply for calls within the local calling area for BellSouth Primary Rate ISDN customers utilizing the Flat Rate BellSouth Primary Rate ISDN B-Channel. Long Distance Message Telecommunications Service rates as specified in Section A18 apply for intraLATA calls terminated beyond the local calling area.
- V. The following usage regulations will apply for all dialed sent paid local calls for BellSouth Primary Rate ISDN customers utilizing the Usage Sensitive BellSouth Primary Rate ISDN B-Channel:
1. Usage charges will be billed at the usage rates described in Section A3.2.8 for Area Calling Service.
 2. Summarized total usage charges will be reduced by fifty percent prior to the application of the usage allowance. Time/Day discounts described in Section A3.2.8 do not apply.
 3. A usage allowance of \$25.00 per activated B-Channel is applicable for all calls terminating in Bands A, B, and C.
 4. Total billed usage charges above the allowance will not exceed \$20.00 per activated B-Channel for calls terminating in Bands A, B, and C. This does not apply to resold services.
 5. Local calls that are not dialed sent paid (i.e., operator assisted, etc.) will be billed individually at the same usage rates specified in Section A3.2.8 (including Time/Day usage provisions), in addition to any applicable Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable calling allowance or usage billing reductions for dialed sent paid local calls. (D)
- W. The Next Route Index Feature allows a BellSouth Primary Rate ISDN Digital Data Only¹ customer to arrange analog calls to overflow to a Voice/Data arrangement in the same switch or allows the customer to overflow analog and digital calls to a Voice/Data arrangement in the same switch. These same capabilities are available to a BellSouth Primary Rate ISDN Inward Data customer to overflow calls to a Voice/Data arrangement in the same switch. It does not allow Voice/Data or Inward Data calls to overflow to a Digital Data Only arrangement nor does it allow Voice/Data or Digital Data Only calls to overflow to an Inward Data arrangement.
- X. BellSouth Primary Rate ISDN Digital Data Only¹ Signaling Groups may be configured in one of the following four standard arrangements of call types:
1. Inward Calls: The number of Inward calls accommodated by the Signaling Group will be equal to the number of activated B-channels.
 2. Outward calls: The number of Outward calls accommodated by the Signaling Group will be equal to the number of activated B-channels.
 3. Inward calls and Outward calls: The maximum number of simultaneous calls for each call type is determined by the customer. For each call type, the maximum number of simultaneous calls must be less than or equal to the number of activated B-channels in the Signaling Group.
 4. 2-Way calls: The number of 2-Way calls accommodated by the Signaling Group will be equal to the number of activated B-Channels.
- Y. The Company reserves the right to audit the customer's traffic usage for the Incoming Call Extension feature to insure that simultaneous calls are not occurring on the low use option. If such calls are occurring, the customer will be required to subscribe to the high use option.
- Z. The Service Installation Guarantee as set forth in B2.4.17 of the Private Line Guidebook applies for BellSouth Primary Rate ISDN. (T)

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.

A103. OBSOLETE SERVICE OFFERINGS – BASIC LOCAL EXCHANGE SERVICE

A103.38 Back-Up Line (Cont'd)

A103.38.1 Regulations and Rates (Cont'd)

G. The access line rate per Back-Up Line is as follows:

	Monthly Rate	USOC
1. Back-Up Line associated with Area Calling Service business individual line service. (a) Per line (all rate groups)	\$65.00	SBL LX
2. Back-Up Line associated with individual line BellSouth Business Plus service. (a) Per Back-Up Line with BellSouth Business Plus service - Option 1 primary line	65.00	SBL L1
(b) Per Back-Up Line with BellSouth Business Plus service - Option 2 primary line	65.00	SBL L2
3. Back-Up Line associated with all other business individual line service. (a) Per line (all rate groups)	65.00	SBL FX

H. The following usage charges apply to all inward calls which terminate on Back-Up Line service. Time/Day discounts do not apply.

	Rate Per Minute Of Use	USOC
1. Inward Calls (a) Usage Charge	\$.05	NA

I. The following usage charges apply to all outward calls which originate from Back-Up Line service.

1. Back-Up Line service associated with Area Calling Service will receive local calling as described in A3.6.1. All outward calls terminating in this area will be billed at the usage rates described in the Area Calling Service <i>guidebook</i> . The Area Calling Service Premium option is not available on Back-Up Line service. (T)		
(a) Calls terminating in Area Calling Service Local Calling Area (See A3.2.8)	-	NA
2. Back-Up Line service associated with BellSouth Business Plus service.		
(a) Calls terminating in the Limited Local Calling Area as described in A3.6	.05	NA
(b) Calls terminating beyond the Limited Local Calling Area will be billed the appropriate Option Primary line usage rate charges as specified in A3.43.2	-	NA
3. Back-Up Line service associated with all other business individual line service will be billed the following usage charges. Time/Day discounts do not apply.		
(a) Calls terminating in the Local Calling Area as described in A3.6	.05	NA
(b) Calls terminating beyond the Local Calling Area will be billed according to the rates and regulations as specified in Section A18.	-	NA
4. Area Calling Service calls, as described in A3.6.1, completed with operator assistance will be rated at the usage charges specified in A3.2.8, in addition to the Local Operator Assisted Call surcharges. BellSouth Business Plus service calls completed with operator assistance will be rated at the usage charges as specified in <i>paragraph 2</i> , in addition to the appropriate Operator Assisted Call surcharges. All other calls completed with operator assistance will be rated at the usage charges specified in <i>paragraph 3</i> , in addition to the appropriate Operator Assisted Call surcharges. (T)(D)		

J. Usage charges, if appropriate, also apply to the calling party for calls which terminate on Back-Up Line service.

A120. OBSOLETE SERVICE OFFERINGS - OPTIONAL CALLING PLANS

A120.1 General

(Obsoluted September 27, 2002, Type B) Not available for new installations, additions or on transfers of service to new locations.

This *Guidebook* applies to Long Distance Message Telecommunications Service furnished or made available by the Company and its connecting companies between points within the state of Kentucky and within the same LATA where the respective rate centers of such points also are located in said state and the same LATA. (T)

A20.1.1 Description Of Service

Optional Calling Plans are specially designed intercity calling plans applicable to intrastate intra-LATA Dial Station-to-Station long distance calls placed during the service period as prescribed in the plans defined following. All other long distance calls will be billed as regular long distance calls.

A. One-Way Measured Point-to-Point Calling

One-Way Measured Point-to-Point Calling, during the hours indicated, is furnished only on Dial Station-to-Station calls originating one-way outward from the Optional Calling Plan subscriber's telephone to telephones in the prescribed terminating exchange.

A120.2 General Regulations

A120.2.1 Liability Of The Company

Adjustments will not be applicable on Optional Calling Plan service until the subscriber has used a minimum of one hour's service in a given month.

A120.2.2 Limitation Of Service

- A.** Offering of this service is subject to availability of facilities and/or billing capability as determined by the Company.
- B.** Plan usage time is accumulated by completed calls in minutes and seconds with a minimum connection time applicable of one minute. Usage time for any given billing month on two-way plans will be accumulated based on when usage data for calls in the reverse direction are available for computer processing rather than the date when made.
- C.** The originating time of connection determines whether a call is included in the subscriber's optional calling plan.
- D.** Individual message detail is not included as part of the service.
- E.** Optional Calling Plans do not include person-to-person, collect, conference or other calls requiring operator handling. For all Optional Calling Plans, an operator will: (D)
 - 1. Reach the called telephone number, when the customer reports making an unsuccessful attempt for reasons other than a busy, don't answer or wrong number condition, or
 - 2. Re-establish a call which has been interrupted by cut-off or poor transmission after the called number has been reached.
- F.** A customer may not subscribe to more than one Optional Calling Plan that covers the same time period and geographical area.

A120.2.3 Use Of Service

The service is furnished subject to regulations in Section A2, including those regulations which restrict use of the service to communications in which the customer has a direct interest and prohibit payment to the customer by another for use of the service, except as specified in A20.1.1.D.7.

A120.2.4 Minimum Contract Period

The minimum contract period is one month, except as specified in Section A6 when a two-way subscriber has a foreign listing printed in the distant directory which indicates no charge applies for direct dialed calls to his number. (T)

A120.2.5 Reserved For Future Use

A120.2.6 Suspension Of Service

Service will be suspended for causes other than those enumerated in Section A2 only as a result of the suspension of the service with which associated. (T)

A120.2.7 Reserved For Future Use

A120.2.8 Concessions

No concession allowances will be made on any of the Optional Calling Plans.

TITLE PAGE

GENERAL EXCHANGE GUIDEBOOK
FOR THE
STATE OF KENTUCKY

TRADEMARKS AND SERVICEMARKS (Cont'd)

Complete Choice Plan/Option/Service

CrisisLink Service

Custom Advantage^{TM/SM} Package

DAB Service

Data AnswersSM Package

Digital ESSX Service

Digital PassportSM Service

ESSX Service

FastAccess Internet Service

FlexServ Service

LightGate Service

MegaLink Service

MemoryCall Service

MultiServ Service

PreferredPack Plan

Premium AnswersSM Package

Premium Plus AnswersSM Package

Prestige Service

Privacy Manager Service

QuikComplete Service

RightTouch Service

RingMaster Service

SaverSM Service

(DELETED)

SMARTPath Service

SMARTRing Service

Stylist Service

SynchroNet Service

(D)