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## A1. DEFINITION OF TERMS

### CROSS REFERENCE LISTING

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

### CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices, apparatus and their associated wiring, provided by a customer, which are used with the network control signaling unit or other station equipment furnished by the Company and not including customer-provided communications systems.

### DATA ACCESS ARRANGEMENT

A protective connection arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in A15.2.1.

### DEMARICATION POINT

The point of demarcation and/or interconnection between Company communications facilities and terminal equipment, protective apparatus or wiring at a subscriber's premises. Company-installed facilities at, or constituting, the demarcation point shall consist of wire or a jack conforming to Subpart F of Part 68 of the Federal Communications Commission's rules. "Premises" as used herein generally means a dwelling unit, other building or a legal unit of real property such as a lot on which a dwelling unit is located, as determined by the Company's reasonable and nondiscriminatory standard operating practices.

### DIRECT ELECTRICAL CONNECTION

A physical connection of the electrical conductors in the communications path.

### DIRECTORY ASSISTANCE CALL COMPLETION

Directory Assistance Call Completion is a service which will provide customers who obtain a telephone number from Directory Assistance the option of being connected to the number without having to hang up.

### DIRECTORY ASSISTANCE/DIRECTORY ASSISTANCE CALL COMPLETION

Directory Assistance/Directory Assistance Call Completion (DA/DACC) is a service which provides the customer a local exchange subscriber telephone number and local call completion to the number provided, if requested, given a listed name and address. This service is for use by Mobile Service Providers (MSPs) and is provisioned via a dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Service Office (MTSO) and the Company location where DA/DACC is provided.

(M)

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## A1. DEFINITION OF TERMS

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**DROP WIRE**

Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with the inside wiring.

**DUAL SERVICE**

A service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center during the time of a customer move.

**ELECTRONIC WHITE PAGES**

Switching equipment facilities, computer hardware and software components utilized for the provision of Electronic White Pages Access service.

**ENHANCED SERVICE**

The term "enhanced service" shall refer to services, offered by using common carrier transmission facilities, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the subscriber's transmitted information; provide the subscriber additional, different or restructured information, or involve subscriber interaction with stored information.

**ENHANCED SERVICE PROVIDER (ESP)**

The term "Enhanced Service Provider" (ESP) denotes a customer that provides enhanced services that may use the Company's transmission facilities. A customer shall be classified as an enhanced service provider only with respect to those basic services which are utilized for provision of enhanced service.

**ESSX-1 SERVICE**

A central office service provided by Number 1 Electronic Switching System (ESS) equipment and the associated facilities so arranged as to provide all the capabilities and features of the ESS central office to customers.

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## A1. DEFINITION OF TERMS

**EXTENDED AREA SERVICE**

A type of telephone service furnished under guidebook provisions whereby subscribers of a given exchange may complete calls to and, where provided by the guidebook, receive messages from one or more exchanges without the application of long distance message telecommunications charges.

**EXTENSION RINGER**

An additional ringer on the same premises and on the same line generally operated in connection with the ringer at the station location. Extension ringers are of two types:

a. **Extension Bell (ordinary type):**

An additional bell of the type used on standard telephone instruments, connected with the same line as the first bell, but mounted separately and generally installed at some distance from the station set.

b. **Extension Gong (loud ringing type):**

A loud sounding bell, connected in the same manner as the ordinary type of extension bell, for use in noisy or other locations where the common type of bell would not be heard.

**FLAT RATE SERVICE**

See "Exchange Service".

**FOREIGN BASE STATION**

Any base station other than the Base Station of Registry.

**FOREIGN CENTRAL OFFICE MILEAGE**

See "Mileage and Zone Charges".

**FOREIGN CENTRAL OFFICE SERVICE**

See "Exchange Service".

**FOREIGN EXCHANGE LISTING**

See "Listing".

**FOREIGN EXCHANGE MILEAGE**

See "Mileage and Zone Charges".

**FOREIGN EXCHANGE SERVICE**

See "Exchange Service".

**FULL LOCAL CALLING AREA**

See "Local Service Area".

**FURTHER ISOLATION**

The work function performed by a Company employee on the customer's premises beyond the Company specified demarcation point to determine the specific wire or set which is causing a customer's service difficulty.

**GEOGRAPHIC ZONING**

The zoning of local exchange service subscribers located in the Outside Base Rate Area into geographic sections defined by exchange service area or other maps contained in Local Exchange Tariff 1B. Subscribers having the same class of service and located within the same zone are charged a common Base Rate Area charge in addition to the base rate for local exchange service.

**HOME NUMBER PLAN AREA (HNPA)**

The Number Plan Area (NPA) where an end user is located.

**HOST OFFICE**

The term "Host Office" denotes an electronic switching system which provides call processing capabilities for one or more Remote Modules or Remote Systems.

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## A1. DEFINITION OF TERMS

### LISTING

The publication in the Company's directory, *where available*, and/or information records of information relative to a subscriber's telephone number, by which telephone and TWX users are enabled to ascertain the call number of a desired station. (C)

a. Caption Listing: (M)

The listing of a subscriber's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business. (M)

b. Cross Reference Listing (M)

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

c. Foreign Exchange Listing: (M)

The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange from which the subscriber is served. (M)

d. Indented Listings: (M)

Indented listings are used where a subscriber has more than one listing for service under the same name at one or more locations. (M)

e. Stylist Service: (M)

A listing consisting of upper case alpha and/or numeric characters in lieu of standard numeric characters. (T)(M)

LISTING INFORMATION SYSTEM (N)

A database that contains the listed names, addresses and telephone numbers of AT&T residential and business customers and, where available, listings of residential and business customers service by other local providers. (N)

### LOCAL ACCESS AND TRANSPORT AREA (LATA)

A geographic area established for the administration of communications service. It encompasses designated exchanges which are grouped to serve common social, economic and other purposes.

### LOCAL CALLING AREA

See "Local Service Area".

### LOCAL CHANNEL

That portion of a channel for extension line required for connecting a PBX system, Telephone Answering equipment or station to a wire center or to an interoffice channel.

## A1. DEFINITION OF TERMS

### MESSAGE RATE SERVICE (Business)

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 *Listing Information System*, but is maintained on directory assistance records and will be furnished upon the request of a calling party. (T)

### NON-PUBLISHED (PRIVATE) LISTING

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

### NONSENT-PAID CALL<sup>1</sup>

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

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



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## A1. DEFINITION OF TERMS

### PRIVATE LINE GUIDEBOOK

Wherever used in this guidebook, "PLST" refers to the Private Line Guidebook.

### PRIVATE TELEPHONE NUMBER

See "Non-Published" Telephone Number.

### PUBLIC ANNOUNCEMENT SERVICE

An announcement service utilizing Company facilities and/or service transmitting public announcements.

- a. For usage by the general public and
- b. Is publicly advertised and/or contains commercial messages and/or advertisements and
- c. Furnished by an electronic or electro-mechanical device.

### QUEUEING

An option available with Uniform Call Distribution (Centrex Type Services) which permits calls in excess of lines in a UCD group to be held in the central office and distributed in their order of arrival to lines in the UCD group as the lines become available.

### REFERENCE LISTING

See "Listing".

### REMOTE CALL FORWARDING (RCF)

A local exchange service that utilizes a telephone number and ESS central office facility in the RCF local calling area to forward automatically all incoming calls dialed to the RCF telephone number to another telephone number.

### REMOTE MODULES AND/OR REMOTE SYSTEMS

The term "Remote Modules and/or Remote Systems" (RM or RS) denotes small end offices which obtain their call processing capability from a Host Office. When an RM or RS has its own NXX, the RM or RS will be considered the central office or wire center for rating purposes. When an RM or RS shares the NXX of the Host Office, the Host Office will be considered the central office or wire center for rating purposes.

(T)

## **A2. GENERAL TERMS AND CONDITIONS**

### **A2.3 Establishment And Furnishing Of Service (Cont'd)**

#### **A2.3.6 Application Of Rates For Business And Residence Service (Cont'd)**

- B.** Business rates apply for:
1. Offices, stores, factories, mines, and all other places of a strictly business nature.
  2. Offices of hotels, boarding houses, and apartment houses; colleges, quarters occupied by clubs and fraternal societies, public, private or parochial schools, hospitals, nursing homes, libraries, churches, and other institutions. For the purpose of this guidebook, a boarding house is defined as a structure where rooms are rented or boarders taken.
  3. Tool houses or construction offices of contractors engaged in the reconditioning or remodeling of any structure whether the structure is to be used for business or residence purposes upon completion of the work.
  4. Services provided pursuant to Section A27.1, "Sharing and Resale of Basic Local Exchange Service", even though residence listings may apply for listings provided for Sharing and Resale Clients. (T)
  5. Service terminating solely on the secretarial facilities of a telephone answering bureau.
  6. Service listed in the business section of the Company's *Listing Information System*. (T)
  7. WatsSaver service which is consolidated from separate locations and may include residential intrastate intraLATA toll usage.
- C.** Residence rates apply for:
1. Private residence locations which have up to and including ten (10) lines which do not employ business listings in the Company's *Listing Information System*. For this application, the subscriber may have up to three (3) of those lines in a grouping or hunting arrangement. Special construction charges may be applied to recover additional costs as specified in Section A5. (T)
    - a. If a subscriber requires more than ten (10) lines at a residence location, business service rates shall apply for all lines in excess of the initial ten (10) lines.
    - b. If a subscriber requires more than three (3) lines in a grouping or hunting arrangement at a private residence location, business rates shall apply for all lines in the arrangement and business grouping rates shall apply for all lines in the arrangement. Residence service lines and business service lines can not be placed in the same grouping or hunting arrangement.
    - c. Effective March 24, 1997, existing subscribers with more than ten residence service lines and/or more than three (3) lines in a rotary or hunting arrangement at their residence location shall be allowed to retain their existing service. However, if these existing subscribers require additional lines for their residence location, the additional lines shall have business service rates. If they request a move of their existing service to a new residence location, business service rates shall apply for all lines over the initial ten lines.
    - d. If these existing subscribers have more than three (3) lines in a grouping or hunting arrangement and require additional lines in that arrangement, either at the same residence location or at a new residence location, all lines in the arrangement shall have business service line rates and business grouping rates. Residence service lines and business service lines can not be combined in the same grouping or hunting arrangement.
    - e. A residence service grouping or hunting arrangement shall not be allowed to rotary or hunt to another residence or business grouping or hunting arrangement at the same location or at a different location. A business service grouping or hunting arrangement at a residence location shall not be allowed to rotary or hunt to a residence grouping or hunting arrangement at the same location or at a different location. A business grouping or hunting arrangement shall be allowed to rotary or hunt to another business grouping arrangement at a residence location.
  2. Subscribers residing in private apartments in hotels, clubs, hospitals, and boarding houses who request their own individual residential service when business listings are not employed.

## A2. GENERAL TERMS AND CONDITIONS

### A2.5 Liability Of The Company (Cont'd)

#### A2.5.9 Listing Errors And Omissions

The Company's liability for damages arising from errors in or omissions of listings in its directories, *where available, otherwise in the Company's Listing Information System* or directory assistance records for which no additional charge is made shall be limited to the amount of actual impairment of the subscriber's service and in no event shall exceed one-half the amount of the charge to the subscriber for Local Exchange Service during the period covered by the directory, *where available, otherwise in the Company's Listing Information System* or during the period that the directory assistance records remain in error after notice to the Company by the subscriber, or \$500.00, whichever is less.

For listings furnished at additional charge, the Company's liability shall not exceed the amount of such additional charge during the period covered by the directory, *where available, otherwise in the Company's Listing Information System* or during the period that the directory assistance records remain in error after notice to the Company by the subscriber.

The Company may discharge its liability for errors or omissions by abatement or refund, or by a combination of abatement and refund.

#### A2.5.10 Reserved For Future Use

#### A2.5.11 Application Testing

The Company makes no warranties with respect to the performance of certain services for any and all possible customer applications which may utilize these services. The Company will provide a limited amount of such service(s) subject to the conditions specified in A. and B. Such service is to be utilized without charge in an initial application test with a customer for no longer than sixty days from the date of installation. The Company shall determine the specific services which may be used in application testing; such services will be made available to all customers for use in an initial application test subject to the conditions set forth herein. The purpose of an application test is to determine the appropriateness of that specific service(s) for that specific application prior to the customer placing a firm order for such service(s).

- A. Services to be provided in an application test are subject to the availability of facilities and equipment as determined by the Company. The criteria set forth herein will also apply for certain offered in Special Service Arrangement agreements. In an application test only the minimum quantity of a service sufficient to ensure a satisfactory test of that service for the customer's application will be provided.
- B. Services that are utilized in an application test with a customer may be provided without charge for an application test period of up to sixty days. Such service is provided for the specific purpose of conducting an application test with a customer and is not intended to be utilized as a substitute for temporary service.
  1. Upon completion of the application test where the customer determines that the performance of the services utilized are unacceptable for the application, the application test service will be removed without charge to the customer. Such service shall be disconnected by the Company no later than the first day following the sixtieth day of the application test.
  2. Upon completion of the application test where the customer determines that the performance of the services utilized are acceptable for the application and no changes to the test service configuration are required, the customer will be billed the appropriate nonrecurring charges for the test service and monthly billing will begin at that time.<sup>1</sup>
  3. Upon completion of the application test where the customer determines that the performance of the services utilized are acceptable for the application, however, the test service configuration must be changed, the customer shall be responsible for both the appropriate nonrecurring charges for the application test service plus all appropriate charges for the rearrangement of the service. Monthly billing shall begin for the rearranged service.

**Note 1:** Any additional service requested to be installed upon completion of the application test shall be subject to standard nonrecurring charges and rates as set forth in each service publication.

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### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.13 Directory Assistance Service

[Directory Assistance 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. Directory Assistance Service rates, terms and conditions for customers within the Company service area are found at [www.bellsouth.com/agreement](http://www.bellsouth.com/agreement).]

##### A3.13.1 General

- A. The Company furnishes a Directory Assistance service for the purpose of aiding customers in obtaining listing information.
- B. The charging application and rates set forth in A3.13.2 and 3 apply to customer requests for Directory Assistance.
- C. Directory Assistance service allows a subscriber to get telephone number, ZIP Code and/or *listed* address. (T)
- D. Directory Assistance Service does not provide the telephone number, name, address or ZIP Code on a private (non-published) listing but does furnish these items from informational records on a semiprivate listing.

##### A3.13.2 Application Of Charges And Allowance

- A. There will be a charge for all customer calls to Directory Assistance except as noted in B.
- B. Charges are not applicable to the following customers that request listing information within their local calling area:
  - 1. Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use *the Company's Listing Information System* due to a disability which can be confirmed by a physician or certifying agent. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of *listing* service requests, such as requests for numbers outside of the Company's local calling and LATA/NPA serving areas for the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Local Directory Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Directory Assistance exemption is a voluntary program of the Company that may be terminated at any time, and (T)
  - 2. Customers who make a call for a telephone number that was incorrectly published in or omitted from the alphabetical section of the *Company's Listing Information System* due to Company error. (T)
- C. A Directory Assistance Service surcharge, as specified in A3.13.3 will be applicable to all calls to the Company's Directory Assistance service handled by the operator or operator system or dialed 0+ by the caller and then alternately billed, provided the "0" operator is not the only means of reaching directory assistance service.

##### A3.13.3 Rates And Charges

- A. Directory Assistance service - request of a listing (maximum of three requests per call)
 

	Rate	USOC
1. Within the Company's local calling or LATA/NPA serving area for the originating line		
(a) Per call	\$2.29	NA
(b) Directory Assistance service surcharge	1.25	NA
2. Outside the Company's local calling and LATA/NPA serving areas for the originating line <sup>1</sup>		
(a) Per call	2.29	NA
(b) Directory Assistance service surcharge	1.25	NA
- B. Directory Assistance service to Payphone Service Providers
  - 1. All calls to Directory Assistance
    - (a) Per Call .35 NA

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

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## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

#### A4.2.3 Line Change Charge Application

- A. The First Line Change Charge is applicable if the customer is requesting changes on only one line or for the first line if changes are being made on multiple lines.
- B. On each multiple line request, the Line Change Charge Additional Line applies for each additional line requested changed after the first line.
- C. If the First Line Connection Charge applies on a customer request, any additional Line Change Charges applicable to the same customer request will be billed at the Additional Line Change Charge rate.
- D. The Line Change Charge applies:
  - 1. For each number changed when requested by the customer.
  - 2. Per NAR for ESSX-1 service.
  - 3. For each line, trunk, or per NAR for ESSX-1 service being restored after service is temporarily denied for nonpayment.
  - 4. For each line, trunk, or per NAR for ESSX-1 service being temporarily suspended at the request of a customer.
  - 5. For changing from loop start to ground start and vice versa and for changing from a line to a trunk and vice versa, for changes in direction, or other operational charges.
  - 6. For changing from Foreign Central Office Service to home wire center and vice versa.
  - 7. For changing from business individual line service to Back-Up Line Service.

#### A4.2.4 Secondary Service Charge Application

- A. The Secondary Service Charge will not apply if a Line Connection Charge or Line Change Charge is applicable.
- B. The Secondary Service Charge applies for adding or rearranging:
  - 1. Custom Calling Service
  - 2. Prestige Communications service or Prestige Communications Package
  - 3. Grouping Service
  - 4. RingMaster service
  - 5. TouchStar service
  - 6. Customized Code Restriction
  - 7. Customer requested listing changes, except where excluded in this Guidebook. (T)
  - 8. Remote Call Forwarding
  - 9. Other features or services for which the Line Connection Charge and Line Change Charge are not applicable.
- C. The Secondary Service Charge applies for:
  - 1. Transfers of responsibility.
  - 2. Changing from residence to business service and vice versa. If the number changes, the Line Change Charge applies in lieu of the Secondary Service Charge. The business charge applies when changing to business and the residence charge applies when changing to residence.
  - 3. Rearrangement of drop wire, protector, and/or network interface. Additionally, Premises Work Charges will apply.
  - 4. Installing a Network Interface jack at the customer's request on existing service. Additionally, Premises Work Charges, the charge for a Network Interface in Section A14 may apply.

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**A6. LISTINGS**

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## A6. LISTINGS

(T)

### A6.1 Terms And Conditions Applicable To Listings

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#### A6.1.1 General

- A. The terms and conditions specified herein for listings apply only to the alphabetical section of the *Company's Listing Information System*. Listings are intended solely for the purpose of identifying subscriber's telephone numbers and as an aid to the use of telephone service. (T)
- B. The listings of subscribers, either without charge or at the rate specified herein for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as a result of the publication of such listings. (T)
- C. Listings must conform to the Company's specifications. The Company reserves the right to reject listings when, in its sole judgment, such listings would violate the integrity of company records and its *Listing Information System*, confuse individuals using the *Listing Information System*, or when the subscriber cannot provide satisfactory evidence that he is authorized to do business as requested. (T)
- D. The Company reserves the right to limit the length of any listing to one line by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the subscriber is not impaired thereby. (T)
- E. One listing, except client listings, is furnished without extra charge as specified in the following:
1. each basic local exchange service line (Excluding Back-Up Line) or MultiServ service main station line
  2. each PBX trunk
  3. each ESSX-1 NAR, ESSX service NAR, Digital ESSX service NAR, MultiServ PLUS service NAR, or BellSouth Centrex service NAR or NAR usage package
  4. each Primary Rate ISDN B-Channel
- F. When, in the sole judgment of the Company, the use of listings in excess of the listings permitted without charge as previously outlined, are needed for better identification of the subscriber, such listings may be provided without charge.
- G. Generally, the listed address is the location of the subscriber's place of business or residence. At the subscriber's request a partial address may be shown. An address may be:
- a number(s) and/or letter(s) followed by the name of a street, a building, a shopping center/mall, apartment complex, industrial park, or similar facility
  - rural route and/or box number
  - a name of a street, building, shopping center/mall, apartment complex, industrial park, or similar facility
  - any one of the preceding followed by a community and/or state name
  - a community name only
  - omitted at the subscriber's request
- The listed address may not include P.O. Box or use of the word or abbreviation of suite, floor, or apartment before numbers used in the identification.
- An address other than the address where the service is located may be listed provided the subscriber has a comparable class of service at the address requested.
- Only the customer name and telephone number shall be published in a listing for a Family Violence Shelter. The Company shall not publish an address as part of the listing for a Family Violence Shelter.
- H. Liability of the Company due to directory errors and omissions is as specified in Section A2.



## A6. LISTINGS

### A6.1 Terms And Conditions Applicable To Listings (Cont'd)

#### A6.1.1 General (Cont'd)

- I. A Secondary<sup>1</sup> Service Charge, as specified in Section A4 applies when an order is issued solely to add or change a listing.
- J. Listings can be suspended as specified in A2.3.16. However, the suspension rate shall be fifty percent of the regularly charged rate.

### A6.2 Business Listing

#### A6.2.1 General

- A. Generally, a business listing consists of a name or dual name, a designation descriptive of the subscriber's business if not self-explanatory, the address, and the business telephone number. The main listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted.

#### A6.2.2 Business Designation

##### A. Firm Name

- 1. The designation in a firm name business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. A designation may be required when the name under which the subscriber is doing business is insufficient to indicate the character of the business.

Example:

Lewis Co grocr 14 Madison

234-6488

##### B. Personal Name

- 1. The designation in a personal name business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. A designation may be required when the name under which the subscriber is doing business is insufficient to indicate the nature of the business. The listing of an individual, together with a title and the name of the business with which the individual is associated or represents, is not permitted.

Example:

Smith J G grocr 14 Madison

234-6488

- 2. A designation that conveys the same meaning as a title, educational degree or suffix is not permitted.

Example:

Smith Joe DDS dntst

#### A6.2.3 Trade Name

A trade name, the name of a commodity or service, will be included as part of the listing, when the subscriber shows satisfactory evidence of authorization to do business under the requested name. In the case of listings for time/temperature/weather announcement services a generic listing will be accepted.

Examples which require proof of authorization are:

Smith Avon Distributor 123 Main

555-1234

Jones Buick 2914 E 23rd

329-5864

Any Flower Shop 710 Heather Mall

669-2121

**Note 1:** This change is the result of the restructure of Section A4, and is to be implemented November 9, 1995.

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## A6. LISTINGS

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### A6.3 Residence Listing

#### A6.3.1 General

- A. Generally, a residence listing consists of a surname, given name or dual name, and/or initials, the address, and the telephone number. When a single name listing is requested by the subscriber, the Company may require satisfactory evidence as to the validity of the requested name. The main listing is ordinarily the name of the individual who subscribes for the service, but the listing may be in the name of a second party residing at the address where service is provided if so designated by the subscriber.

#### A6.3.2 Reserved For Future Use

#### A6.3.3 Reserved For Future Use

### A6.4 Non-Published (Private) Listing

#### A6.4.1 General

- A. A non-published listing is not listed in either the alphabetical section of the Company's *Listing Information System* or directory assistance records and will not be furnished upon request of a calling party. However, when a call is placed from a telephone number associated with a non-published listing, the number and/or name may be disclosed if the called party has the necessary equipment for receiving and/or disclosing incoming telephone numbers and/or names. (T)  
The only exception is when the residence non-published listing customer subscribes to and/or has activated a Calling Number Delivery Blocking option, as described in A13.19.2. These features suppress delivery of the calling number and name. They are available, facilities permitting, to non-published listing customers upon request at no charge.
- B. An incoming call to a subscriber with a non-published listing will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a non-published telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from *including* a non-published telephone number in the *Company's Listing Information System* or disclosing said number to any person shall attach to the Company. Where a non-published listing is *included* in the *Company's Listing Information System*, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the *inclusion* of a non-published listing or the disclosing of said listing information to any person. (T)
- D. For accounting purposes, the telephone number, name, and address of a subscriber with a non-published listing will be provided to the Long Distance Carrier(s) which furnishes the subscriber long distance message telecommunications service.
- E. The Company may provide telephone number, name and address of a subscriber with a Non-Published number to the public safety agency certified, authorized and responsible for providing emergency notification services in the local city, county or municipality where the subscriber line associated with such number is located, pursuant to that agency's request under Emergency Service Provider Data Service (ESPDS) detailed in A38.4.

## A6. LISTINGS (T)

### A6.4 Non-Published (Private) Listing (Cont'd)

#### A6.4.1 General (Cont'd)

F. Whenever a local jurisdiction subscribes to Enhanced 911 service with Automatic Location Identification, the Company will provide a one time notice in writing to all residence and business non-published listing subscribers who have not been previously advised. This will apply to all non-published customers who are within the geographic area within which the E911 provider will respond to 911 calls. Non-published information will be provided to the E911 provider unless the Company receives a written objection from such customer. Written objection must be received by the Company within 30 days of date the notification was sent to the customer.

Any subscriber to non-published service after June 28, 1990, will be advised at the time of the request for service, that the non-published number, including the name and address of the subscriber, may be released to 911 providers for the purpose of responding to emergency calls.

#### A6.4.2 Rate Application

##### A. Non-Published Listing

##### 1. Where charge applies

(a) Each

Monthly Rate	USOC NPU
\$ 5.50	

##### 2. Where charge does not apply

(a) Each

- NP3

- Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address

- Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.

- Service to a subscriber living in a hotel, hospital, retirement complex, apartment, boarding house or club if the subscriber is listed under the telephone number of the PBX, or Centrex Type Services, furnished to such establishments.

#### A6.4.3 Reserved For Future Use

### A6.5 Non-Listed (Semiprivate) Listing

#### A6.5.1 General

- A. A non-listed listing is not listed in the alphabetical section of the Company's *Listing Information System*, but is maintained on directory assistance records and will be furnished upon the request of a calling party. (T)
- B. The acceptance by the Company of the subscriber's request to furnish a non-listed listing does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from *including* a non-listed telephone number in the *Company's Listing Information System* shall attach to the Company. Where such a number is *included* in the *Company's Listing Information System*, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-listed listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the *inclusion* of a non-listed listing. (T)

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## A6. LISTINGS

(T)

### A6.5 Non-Listed (Semiprivate) Listing (Cont'd)

#### A6.5.1 General (Cont'd)

- D.** Whenever a local jurisdiction subscribes to Enhanced 911 service with Automatic Location Identification, the Company will provide a one time notice in writing to all residence and business non-listed listing subscribers who have not been previously advised. This will apply to all non-listed customers who are within the geographic area within which the E911 provider will respond to 911 calls. Non-listed information will be provided to the E911 provider unless the Company receives a written objection from the customer. Written objection must be received by the Company within 30 days of date the notification was sent to the customer.

Any subscriber to non-listed service after June 28, 1990, will be advised at the time of the request for service, that the non-listed number, including the name and address of the subscriber, may be released to 911 providers for the purpose of responding to emergency calls.

- E.** The Company may provide telephone number, name and address of a subscriber with a Non-Listed number to the public safety agency certified, authorized and responsible for providing emergency notification services in the local city, county or municipality where the subscriber line associated with such number is located, pursuant to that agency's request under Emergency Service Provider Data Service (ESPDS) detailed in A38.4.

(M)

**A6. LISTINGS**

**A6.5 Non-Listed (Semiprivate) Listing (Cont'd)**

**A6.5.2 Rate Application**

**A. Non-listed listing**

	<b>Monthly Rate</b>	<b>USOC</b>	
1. Where charge applies			(T)
(a) Each	<b>\$3.50</b>	<b>NLT</b>	(M)
2. Where charge does not apply			(M)
(a) Each	-	<b>NLE</b>	
- RingMaster service number			
- temporary service			
- Additional service furnished to the same subscriber who has other service listed in the same name at the same address.			(T)
- Additional service furnished to the same subscriber who has service listed in the same name at a different address provided the listed service is in the same local exchange.			(T)
- Service to a subscriber living in a hotel, hospital, retirement complex, apartment, boarding house or club if the subscriber is listed under the telephone number of the PBX, or Centrex Type Services furnished to such establishments.			

**A6.5.3 Reserved For Future Use**

**A6.6 Additional Listing**

**A6.6.1 General**

- A.** The subscriber to the service assumes responsibility for all charges for additional listings associated with his service. Listing charges date from the day the directory assistance records are posted.
- B.** Listing charges are automatically discontinued upon termination of the service or upon the removal of the listing.

**A6.6.2 Business/Extra Additional Listing <sup>1</sup>**

- A.** A business/extra additional listing may be furnished in other names when, in the sole judgment of the Company, the subscriber's service is not being shared or resold.
- B. Rate Application**
  - 1. Business
 

(a) Each	<b>\$2.20</b>	<b>CLT</b>
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  - 2. 800 Service
 

(a) Each	<b>2.20</b>	<b>SZS</b>
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**A6.6.3 Residence Additional Listing**

- A.** A residence additional listing may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment.
- B. Rate Application**
  - 1. Residence
 

(a) Each	<b>1.50</b>	<b>RLT</b>
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**Note 1:** Business additional listing arrangements established prior to 03-11-87 i.e., implementation of STS may be continued until the subscriber relocates or transfer service responsibility.

**Page 5.1 is hereby deleted in its entirety and removed from this Guidebook.**

**A6. LISTINGS**

(T)

**A6.7 Miscellaneous Listing**

**A6.7.1 Reserved For Future Use**

**A6.7.2 Alternate Listing**

A. An alternate listing may be provided to the subscriber for the purpose of directing calling parties to other telephone numbers subject to the following conditions:

- 1. Names of individuals are not permitted
- 2. Text may not exceed one line

Examples:

Nights, Sundays, and Holidays	123-4568
If No Answer	123-4568
If Extension Is Not Known	123-4568

**B. Rate Application**

	<b>Monthly Rate</b>	<b>USOC</b>
1. Business		
(a) Each	<b>\$2.50</b>	<b>FNA</b>
2. Residence		
(a) Each	<b>2.50</b>	<b>NAB</b>

**A6.7.3 Cellular Carrier Listing**

See Mobile and Paging Service Listing at A6.7.12.

**Page 6.1 is hereby deleted in its entirety and removed from this Guidebook.**

(N)

**A6. LISTINGS**

(T)

**A6.7 Miscellaneous Listings (Cont'd)**

**A6.7.4 Access Line Service for Payphone Service Provider Listing**

- A. A listing is not provided in connection with access line service for Payphone Service Providers except when the listing will facilitate the operations of the company or subscribers to the access line service. No additional listings are permitted.

**A6.7.5 Reserve For Future Use**

**A6.7.6 Cross Reference Listing**

- A. A cross reference listing may be furnished when it is necessary to refer the user to another listing.

(T)

Examples:

Long Lumber Co	See South Lumber Co
Regis Gary	See Regas Gary

- B. Rate Application

- 1. Cross Reference Listing

	<b>Monthly</b>	
	<b>Rate</b>	<b>USOC</b>
(a) Business, each	<b>\$ 1.80</b>	<b>LLT</b>
(b) Residence, each	<b>1.50</b>	<b>LRT</b>

**A6.7.7 Dual Name Listing**

- A. A dual name listing may be furnished to a business or residence subscriber as a main listing subject to the following:
  - an individual subscribing to business service when it is a personal name listing and the person is also known by a nickname
  - two individuals subscribing to residence service having the same surname and address, or an individual known by more than one name.

Examples: .

Smith J H (Johnny) CPA 123 Main .....	123-4567
O'Neal John & Mary 200 Elm Av .....	423-1012
Morris George Mrs (Joan) 101 Ash Dr .....	422-4523

- B. A dual name listing may also be furnished as an additional listing at the subscriber's request at the appropriate additional listing rate.

**A6.7.8 Emergency Service Listing (E911 and B911)**

- A. A 911 telephone number listing must be listed along with a non-emergency telephone number for emergency agencies. No Charge applies for either listing.

- B. Rate Application

- 1. Emergency Service Listing

	<b>Monthly</b>	
	<b>Rate</b>	<b>USOC</b>
(a) Where charge does not apply	<b>\$ -</b>	<b>FLT</b>

**A6. LISTINGS**

(T)

**A6.7 Miscellaneous Listings (Cont'd)**

**A6.7.9 Extra Listing**

See Business/Extra Additional Listing at A6.6.2.

**A6.7.10 Foreign Listing**

- A. A listing in the alphabetical section of Company directories outside the subscriber's local exchange may be furnished. The listing is subject to the rates, terms and conditions applicable to the *Company's Listing Information System* in which the listing is to appear.

(T)

	<b>Monthly Rate</b>	<b>USOC</b>
<b>B. Rate Application</b>		
1. Foreign listing		
(a) Business, each	<b>\$ 1.80</b>	<b>FAL</b>
(b) Residence, each	<b>1.50</b>	<b>FRW</b>
(c) Where rate does not apply	-	<b>FLF</b>
2. Foreign cross reference listing		
(a) Business, each	<b>1.80</b>	<b>FALCX</b>
(b) Residence, each	<b>1.50</b>	<b>FRWCX</b>
3. Foreign alternate listing		
(a) Business, each	<b>1.80</b>	<b>FALSX</b>
(b) Residence, each	<b>1.50</b>	<b>FRWSX</b>
4. Foreign special text		
(a) Business, each	<b>1.80</b>	<b>FALTX</b>

**A6.7.11 Reserved For Future Use**

**A6.7.12 Mobile And Paging Service Listing**

- A. A Mobile Telephone Carrier, a Cellular Carrier, a Radio Common Carrier, or a Paging Company, may be furnished a listing for their clients at the rates specified in A6.7.12.B.
- B. Rate Application
  - 1. Mobile and Paging Service Listing
    - (a) Each

**.00      MSZ**

**A6.7.13 Reserved For Future Use**

**A6.7.14 Optional Calling Plan Listing**

- A. A subscriber of a two-way or inward Optional Calling Plan (OCP) may be furnished a foreign listing with the text of "No Charge For Calls Dialed Direct To This Number From (name of exchange)" at the rates specified in A6.7.14.D.
- B. The initial contract period for the OCP and the OCP listing charge shall be for the life of that directory, *where available, or the Company's Listing Information System* and each subsequent directory in which it appears. However, the subscriber may discontinue the OCP and the associated OCP listing prior to the expiration of the directory/*Listing Information System* in which the listing appears, provided the telephone number is changed and a disconnect report is given.

(T)



**A6. LISTINGS**

(T)

**A6.7 Miscellaneous Listings (Cont'd)**

**A6.7.14 Optional Calling Plan Listing (Cont'd)**

- C. A foreign listing without the text may be furnished at the rates specified in A6.7.10.B.
- D. Rate Application
  - 1. Optional Calling Plan Listing

(a) Business, each	<b>Monthly Rate \$5.40</b>	<b>USOC OCB</b>
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**A6.7.15 Paging Service Listing**

See Mobile and Paging Service Listing at A6.7.12.

**A6.7.16 RingMaster Service Listing**

- A. One listing for each RingMaster Service number will be furnished on a listed or non-listed basis at no charge to the subscriber.
- B. A RingMaster Service listing must be either business or residence as identified by the class of service.
- C. Other listings may be provided at the rates, terms and conditions specified in this Guidebook.

**A6.7.17 Sharing And Resale Of Basic Local Exchange Service Listing**

- A. A client of a Shared Tenant Service provider may request that the reseller obtain one main client listing, at the rate specified in A6.7.17.C. Other listings may also be provided upon reseller's request for the client. Charges for client listings will be billed to the reseller (customer of record) and will not be separately billed.
- B. A non-published listing charge as specified in A6.4.2 is applicable when no client listing is requested, but necessary for client address identification at the Public Safety Answering Point for local emergency agencies. (T)
- C. Rate Application

	<b>Monthly Rate</b>	<b>USOC</b>
1. Business, Each	<b>\$1.80</b>	<b>BS6</b>
2. Residence, Each	<b>1.50</b>	<b>RS6</b>

**A6.7.18 Special Text Listing (Business)**

- A. A special text listing provides instructions for directing incoming calls after hours during specific time periods or calling information for a specific service/department.  
Example: For The Following Zip Codes 30506 30408 30532 30533 30534
- B. A special text listing does not include a number and must be followed by at least one other listing which does include a number.
- C. Rate Application
  - 1. Special Text Listing

(a) per line	<b>Monthly Rate \$1.80</b>	<b>USOC XLL</b>
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**A6. LISTINGS** (T)

**A6.7 Miscellaneous Listings (Cont'd)**

**A6.7.19 Stylist Service Listing**

- A. Where available, a subscriber may request to have the assigned telephone number listed in the directory, *where available*, using upper case alpha characters and/or numeric characters in lieu of standard numeric characters. Use of Stylist Service listing is not exclusive to any single subscriber. The symbols "#" and "\*" may not be used with this service. The digits "0" and "1" may not be used to represent the letters "O" and "I" respectively in a Stylist Service telephone number. The Company reserves the right to reject a Stylist Service listing when, in its sole judgment, such listing is objectionable or would tend to delay or impede the use of the directory. (C)
- B. Prior to establishing a Stylist Service listing, the Company reserves the right to require, when necessary in its sole judgment, satisfactory evidence from the subscriber that the subscriber is authorized to use any trade name, business name, or any other name or term, requested by the subscriber, which is copyrighted or otherwise reserved.
- C. Subscribers request for special number assignments will be handled under the rates, terms and conditions described for Special Number Acquisition Charges in Section A4.
- D. Subscribers who request that their existing telephone number(s) be listed as a Stylist Service listing will not incur a Special Number Acquisition Charge.
- E. In the absence of gross negligence or willful misconduct, no liability for damages arising from *including* or not *including* a Stylist Service listing in the directory, *where available*, shall attach to the Company. The Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the *inclusion* or omission of a Stylist Service listing. (C)
- F. The rates for Stylist Service listings as follows are in addition to any applicable special number assignment charges or any other appropriate listing charge.
- G. Rate Application
  - 1. Stylist Service Listing

	<b>Monthly Rate</b>	<b>USOC</b>
(a) Business, each	<b>\$3.50</b>	<b>RNCAF</b>
(b) Residence, each	<b>2.50</b>	<b>RNQAF</b>

**A6.7.20 Telephone Answering Service Listing**

- A. A client of a telephone answering service may list the telephone number of the answering service with his name, or business name at the rates specified in A6.7.20.B.
- B. Rate Application
  - 1. Telephone Answering Service Listing
    - (a) each

<b>1.80</b>	<b>9FK</b>
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**A6. LISTINGS**

(T)

**A6.7 Miscellaneous Listings (Cont'd)**

**A6.7.21 Reserved For Future Use**

**A6.7.22 Titles And Suffixes**

- A. A title of address that precedes a name, such as Mrs., Rev., Dr., or Capt., may be included in a residence or a business personal name listing.
- B. A professional designation(s) or educational degree(s), such as MD, CPA, CREA, or JP, is a suffix which may be included at the end of a business personal name listing.
- C. One title, educational degree, or professional suffix, as allowed in A6.7.22.A. and B., will be provided at no charge. Those, in excess of one, may be provided at the rates specified in A6.7.22.E.
- D. Notation of lineal descent, such as; Jr., Sr., and III, is considered to be part of the subscribers legal name, and not a title or a suffix.
- E. Rate Application
  - 1. Listing titles in excess of one

	<b>Monthly Rate</b>	<b>USOC XLDRX</b>
(a) Residence, each	<b>\$ 1.50</b>	
2. Titles, professionals and/or educational degrees, in excess of one		
(a) Business, each	<b>1.80</b>	<b>XLDCX</b>

Example:

Davis John MD FACP FACS 200 Main Av .....322-7799

**A6.7.23 976 Service Listing**

- A. The phrase "Charges Will Apply" will be included in the 976 listing at no additional charge.

**A6.7.24 Reserved For Future Use**

**A6.7.25 Designer Listings**

- A. This service is only available to residence customers.
- B. One Designer Listing option per customer listing is allowed with the exception of the Designer Line option which may be subscribed to in addition to the other Designer Listing options.
- C. Designer Listing options will not appear on directory assistance records, but will only be reflected in the published directory, *where available*. (C)
- D. Billing will begin with the subscriber's billing period following delivery of the directory in which the listing will appear.
- E. The Secondary Service Charge applies when an order is placed to purchase one or more of the following listing options. The Company may offer waiver of associated Secondary <sup>1</sup> Charges during select promotion periods.
  - 1. **Designer Bold**  
A listing that provides for a bolder print or heavier type of the subscriber's name, address and telephone number. (T)
  - 2. **Designer Bold Plus**  
A listing that provides for a bolder print or heavier type of the subscriber's listing consisting of name, address and telephone number plus additional space with a ruled line above and below the subscriber's listing information. (T)

**Note 1:** This change results from the restructure of Section A4. and is to be implemented November 9, 1995.

**A6. LISTINGS** (T)

**A6.7 Miscellaneous Listings (Cont'd)**

**A6.7.25 Designer Listings (Cont'd)**

**E. (Cont'd)**

**3. Designer Script**

A listing that provides for the subscriber's name, address, and telephone number to be printed in script, which depicts a stylish writing of the listing information. (T)

**4. Designer Script Plus**

A listing that provides for the subscriber's name, address and telephone number to be printed in script, which depicts a stylish writing of the listing plus additional space with a ruled line above and below the subscriber's listing information. (T)

**5. Designer Line Options**

There are three Designer Line options, Designer Line (Standard), Bold Designer Line, and Script Designer Line. Each Designer Line purchased cannot exceed one printed line. A maximum of three (3) Designer Lines may be purchased per listing. (T)

**Designer Line (Standard)**

An extra text line that provides information in addition to the standard listing information (name, address, and telephone number) such as location, affiliations, social/civic positions held, volunteer services, etc. It could also include statements of a descriptive nature such as interests, profession, or personal information.

**Designer Line Bold**

An extra line of text in bolder print or heavier type that provides information in addition to the standard listing information (name, address and telephone number) such as location, affiliations, social/civic positions held, volunteer services, etc. It could also include statements of descriptive nature such as interests, profession, or personal information.

**Designer Line Script**

An extra line of text printed in script, a stylish writing form, that provides information in addition to the standard listing information (name, address and telephone number) such as location, affiliations, social/civic positions held, volunteer services, etc. It could also include statements of descriptive nature such as interests, profession, or personal information.

**F. Rates and Charges**

**1. Per Listing**

	<b>Monthly</b>	
	<b>Rate</b>	<b>USOC</b>
(a) Designer Bold	<b>\$ 4.50</b>	<b>LBB</b>
(b) Designer Bold Plus	<b>5.50</b>	<b>LBBAB</b>
(c) Designer Script	<b>4.50</b>	<b>SF8</b>
(d) Designer Script Plus	<b>5.50</b>	<b>DLMDX</b>
(e) Designer Line (Standard)	<b>5.50</b>	<b>XTL</b>
(f) Designer Line Bold	<b>6.00</b>	<b>DLMEX</b>
(g) Designer Line Script	<b>6.00</b>	<b>DLMFX</b>

**(DELETED)**

(D)

**A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

**A12.1 ESSX Service (Obsoleted, See Section A112.)**

**A12.2 Reserved For Future Use**

**A12.3 Reserved For Future Use**

**A12.4 Assigned Centrex Type Services Telephone Numbers Without Facilities**

**A12.4.1 General**

- A. Assigned telephone numbers without facilities will be provided to meet growth requirements of a Centrex Type Services subscriber and any associated ISDN service. These telephone numbers will be assigned to the subscriber's common block without being associated with a working station line and will be converted to active station lines as requested by the subscriber.

**A12.4.2 Terms and Conditions**

- A. The assignment of telephone numbers and the sequence of numbers assigned to a Centrex Type Services subscriber's system will be made at the discretion of the Company.
- B. The service is furnished subject to the availability of telephone numbers.
- C. The Company does not guarantee to provide consecutive telephone numbers.
- D. Calls to these assigned telephone numbers will be routed to intercept common recorded announcement facilities as indicated in the guidebook section for the subscriber's Centrex Type Services system.
- E. Telephone numbers furnished herein retain their status until associated with an active station line at which time the service assumes rates and charges applicable to the appropriate Centrex Type Services station line.
- F. These assigned telephone numbers will not be available for manipulation utilizing ECAS, DECAS, Customer Control, or BellSouth Centrex Control capabilities.
- G. Listings will not be provided with these assigned telephone numbers.
- H. These telephone numbers will be billed at the following rates until utilized on an active Centrex Type Services station line.
- I. A Secondary Service Charge applies per occasion for the assignment of any quantity of telephone numbers at the same time. A Secondary Service Charge does not apply when a working telephone number is converted to an Assigned Telephone Number.
- J. The Company will make every effort to insure the correct assignment and control of Assigned Centrex Types Services Telephone Numbers Without Facilities. The Company's liability for any damages or harm that may occur as the result of incorrect assignment or control of these numbers shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the service for the period during which the service was affected.

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**A12.4.3 Rates and Charges**

- A. Assigned Centrex Type Services Telephone Numbers Without Facilities
  - 1. Assigned Telephone Numbers

<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC ATNCS</b>
<b>\$1.00</b>	<b>\$.15</b>	

(a) Per Telephone Number Assigned

**A12.5 Reserved For Future Use**

**A12.6 Reserved For Future Use**

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## A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A12.7 Direct-Inward-Dialing (DID) Service

#### A12.7.1 Terms and Conditions

- A. DID service permits calls incoming to a PBX or other customer premises equipment from the network to reach a specific station line number without the assistance of an attendant. DID service is provided subject to the availability of facilities and may be furnished from the central office which regularly services the area in which the customer is located or from a foreign central office equipped to provide DID service subject to the appropriate Company intra and interexchange rates.
- B. Rates are in addition to the rates shown elsewhere in this and other Company service publications for the services and equipment with which this offering is associated.
- C. The service includes central office switching equipment necessary for in-dialing from the network directly to station lines associated with customer premises switching equipment.
- D. The service must be provided on all trunks in a group arranged. Each trunk group shall be considered a separate service. Grouping Service will not be provided between separate trunk groups.
- E. Facilities and operational characteristics of interface signals between the Company-provided connecting arrangements and the customer-provided switching equipment must conform to the terms and conditions the Company considers necessary to maintain proper standards of service.
- F. One primary listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in Section A6. (T)
- G. The customer shall be responsible for providing interception of calls to vacant and nonworking assigned DID numbers by means of attendant interceptor recorded announcement service.
- H. DID numbers are provided in blocks consisting of a minimum of 20 consecutive numbers which may be assigned to station lines or reserved for future use at rates specified herein. The Company does not guarantee to provide a number block or to provide DID numbers arranged in a consecutive manner. If the DID numbers provided cannot be arranged in a consecutive manner, they will still be provided at rates and charges for consecutive numbers. When a number is removed from an existing consecutive DID number group, the installation charge and monthly rates for Non-Consecutive DID apply to the remaining numbers. If a customer requesting Non-Consecutive DID numbers does not have DID service at the time the Non-Consecutive DID numbers are requested, a minimum of 20 Non-Consecutive DID numbers must be ordered. The Company will be responsible for interception and administration of reserved numbers.
- I. Automatic Intercept Service (AIS) for a non-listed disconnected DID telephone number will be provided at the rate shown in A12.7.2A, where facilities permit. AIS will provide a referral from the non-listed disconnected DID telephone number to the corresponding new telephone number for a maximum period of twelve months or until the delivery of the new Real White/Yellow Pages directory, whichever comes first.

**A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

**A12.7 Direct-Inward-Dialing (DID) Service (Cont'd)**

**A12.7.2 Rates And Charges**

**A. Direct-Inward Dialing (DID) charges**

	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>
1. Group of 20 Working or Reserved DID Numbers <sup>1</sup>			
(a) Working Numbers, each	<b>\$480.00</b>	<b>\$ 20.00</b>	<b>ND4</b>
(b) Reserved Numbers, each	<b>480.00</b>	<b>14.00</b>	<b>NDV</b>
2. DID One Way Inward Trunk Termination in Central Office			
(a) Each	<b>50.00</b>	<b>72.00</b>	<b>NDT</b>
3. Multi-frequency (MF) Pulsing Option <sup>2</sup>			
(a) Each Trunk	-	<b>38.00</b>	<b>S5MBD</b>
4. Dual Tone Multi-frequency (DTMF) Option <sup>2</sup>			
(a) Each Trunk	-	<b>38.00</b>	<b>S5DBD</b>
5. Automatic Intercept Service <sup>3</sup>			
(a) Per number referred	<b>16.00</b>	-	<b>ND1</b>
6. DID Trunk Termination, each Combination Trunk with Call Transfer <sup>4,5</sup>			
(a) Each	<b>250.00</b>	<b>106.00</b>	<b>NCT</b>
7. Non-Consecutive DID Numbers <sup>1</sup>			
(a) Each	<b>1.50</b>	<b>3.00</b>	<b>ND5</b>
8. Reserved Non-Consecutive DID Numbers <sup>1</sup>			
(a) Each	<b>1.50</b>	<b>.85</b>	<b>ND6</b>

**Note 1:** The installation charge in A12.7.2.A.1.(a) applies for the establishment of the first group of Non-Consecutive DID numbers where the customer does not currently have DID service. It also applies for the first group of Reserved Numbers or the first Reserved Non-Consecutive DID number where the customer does not currently have DID service or Non-Consecutive DID numbers.

**Note 2:** Provides faster signaling on DID PBX trunks or NARs. The choice of pulsing alternative depends on the customer's premises equipment.

**Note 3:** Provides automated referral of calls from a non-listed disconnected DID number to a corresponding new number for twelve months or until the delivery of the new directory, *where available*, whichever comes first. AIS is available where facilities permit. (C)

**Note 4:** In addition to the rates and charges for the DID Trunk Termination, rates and charges for DID PBX Trunks or NARs as specified in Section A3 apply as appropriate.

**Note 5:** Combination DID Trunk Terminations with the Call Transfer feature are only provisioned where facilities permit.

## **A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

### **A12.25 BellSouth Centrex Service (Cont'd)**

#### **A12.25.2 Terms and Conditions (Cont'd)**

- H.** Suspension/Denial of Service - BellSouth Centrex service may be suspended or denied at the subscriber's request or at the instance of the Company.
  1. Full suspension of service at the request of the subscriber will be allowed on the Common Equipment, Station Links, and certain ISDN rate elements, as indicated in A12.26.2, in a system at 50 percent (50%) of the rate regularly charged. Full suspension of a system requires that all Station Links and the ISDN elements, indicated in A12.26.2, in a system be suspended. Standard Features and Optional Features outlined in this Section will be suspended at no recurring charge during the period of suspension unless otherwise noted. For BellSouth Centrex service, there is no time limitation for suspension of service. Other rules and restrictions as outlined in Section A2 apply. Charges for restoration will be applicable as specified in Section A4.
  2. Partial suspension of service at the request of the subscriber will be allowed on selected Station Link(s) and certain ISDN rate elements, as indicated in A12.26.2, in a system at 50 percent (50%) of the rate regularly charged. Standard Features and Optional Features outlined in Section A12 associated with the Station Link(s) suspended will be suspended at no recurring charge during the period of suspension unless otherwise noted. For BellSouth Centrex service, there is no time limitation for suspension of service. Other rules and restrictions as outlined in Section A2 apply. Charges for restoration will be applicable as specified in Section A4.
  3. Denial at the instance of the Company will be allowed for non-payment of rates and charges for BellSouth Centrex service and the associated services. Restoration charges will be applicable as specified in Section A4.
- I.** Listings will be furnished subject to the rates, terms and conditions specified in Section A6.
- J.** Service charges, as specified in Section A4, apply to each station line in the same manner as for an individual business line and to all of the subscriber's systems unless otherwise indicated. A Secondary Service Charge from Section A4 applies per occasion for the addition or change of a feature or features provided as part of the Standard Features element.
- K.** BellSouth Centrex service installation charges are due on initial installation unless arrangements are made for Installment or Deferred Billing.
- L.** For purposes of application of End User Common Line charges only, charges for BellSouth Centrex service station lines will be as specified in BellSouth Telecommunications, Inc. Tariff F.C.C. No. 1, Section 4.
- M.** Concessions will not apply to BellSouth Centrex service except those allowed to Corporate Communication BellSouth Centrex service accounts.
- N.** Service charges will not apply for the provision of Calling Number Delivery Blocking.
- O.** During collection or distribution of the subscriber's ACD-NMR and/or Switch-Computer Application Interface (SCAI) Link data, due to faults or defects in telephone equipment, data may be destroyed. The Company shall not be liable, directly or indirectly, for damages, except as outlined in A2.5.1.
- P.** Customer Premises Equipment (CPE) and software for use with ACD and/or Switch-Computer Application Interface (SCAI) Link is the responsibility of the user for provisioning. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of ACD Service render any facilities provided by the customer obsolete, or require modification or alteration of such equipment or system, or otherwise affect its use or performance.
- Q.** A mixture of Flat Rate and Measured Rate Local Exchange Service will not be allowed.
- R.** BellSouth Centrex ISDN Service lines may be purchased out of A12.26, to be associated with BellSouth Centrex service. Terms and conditions of BellSouth Centrex service will apply to these BellSouth Centrex ISDN service lines except as otherwise stated in A12.26.  
BellSouth Centrex ISDN service lines may subscribe to compatible Optional Features from this Section.
- S.** BellSouth Centrex service is available to subscribers of Flat Rate service and Area Calling Service as outlined in Section A3.
- T.** Specific name and location data associated with BellSouth Centrex service station lines, if requested, will be provided to the Company by the subscriber. The Company is not responsible for any issues that may arise from inaccurate data. In the event any claim is brought against the Company in connection with any errors or omissions in name and location data, the Company's liability shall be limited to one month's service for the BellSouth Centrex service station line or station lines involved.

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## A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A12.25 BellSouth Centrex Service (Cont'd)

#### A12.25.3 Unconditional Satisfaction Guarantee

- A. If the subscriber is not completely satisfied with BellSouth Centrex service within ninety (90) days of the earliest effective billing date, all payments will be handled as indicated in this paragraph.
1. The following charges will be refunded:
    - a. Nonrecurring and recurring charges (up to ninety days recurring billing) for rate elements as specified in this section for BellSouth Centrex service.
    - b. Service charges from Section A4.
  2. The following charges will not be refunded:
    - a. End User Common Line charges as specified in BellSouth Telecommunications, Inc. Tariff F.C.C. No. 1, Section 4.
    - b. Usage Charges from Section A3.
  3. Customer-provided equipment acquired for use with BellSouth Centrex service will not be included in this plan.
  4. Other facilities, features, and services not located in this Section will not be included in this plan.
  5. This guarantee will not apply to transfers of service, moves, conversions, or renewal of Payment Plan and/or Rate Stability Plan.
  6. BellSouth Centrex service will be disconnected no later than ten (10) days after receipt of notification of dissatisfaction.
  7. Subscribers requesting an extension of the ten (10) day disconnection interval to accommodate installation of a replacement product/service, will be billed the recurring rates applicable to the subscriber's system when installed for that period, not to exceed six (6) months.
  8. Subscribers must retain continuous service beyond the ninety (90) days utilizing other BellSouth services.
  9. Cancellation charges will not apply to BellSouth Centrex service disconnected under this plan.

#### A12.25.4 Intercept of Calls

- A. Rerouting of calls that cannot be completed to the number originally dialed will be offered either standard Intercept or Automatic Number Referral.
1. Intercept - Incoming calls from the exchange and long distance message networks to unassigned station numbers are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service. Intercommunicating calls to unassigned station numbers are intercepted by central office recorded announcement equipment which is common to all subscriber's BellSouth Centrex service systems served out of the same office. The announcement states that the number is not in service and advises that the attendant or the directory number of the caller's system should be consulted.
  2. Automatic Number Referral - Incoming calls to a telephone number that has been disconnected or changed may be routed to a mechanized announcement that tells the calling party that they have not reached the number they dialed, the reason the number is not in service and the new number to call, if available. Telephone numbers for station lines that are listed in the *Company's Listing Information System* will be provided Automatic Number Referral (if desired) at no charge if disconnected or changed. Telephone numbers for station lines not listed may be provided Automatic Number Referral with charges from A12.25.12 applicable per telephone number referred.

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#### A12.25.5 Conversions

- A. MultiServ service, MultiServ PLUS service, ESSX Service, Digital ESSX service and ESSX-1 service will be converted to BellSouth Centrex service as follows. Conversions will be based on the Company's standard provisioning intervals. A12.25.5 only applies to the conversion of existing service and is not meant to apply to the provision of new service.
1. Nonrecurring charges from this Section will not apply.
  2. Termination Liability/Cancellation Charges for original service will not apply.
  3. Service charges from Section A4 will not apply.

**A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

**A12.25 BellSouth Centrex Service (Cont'd)**

**A12.25.8 Common Rates and Charges (Cont'd)**

**A. General (Cont'd)**

**3. Installation Charges**

- a. Installation charges apply as specified, when a rate element is added or changed. These charges apply in addition to other applicable nonrecurring charges.
- b. One or more rate elements may be provided at the same time and in such instances the specified installation charge will apply for each rate element provided.

**4. Additional Listings apply as specified in Section A6.**

**5. Service Charges apply as specified in Section A4 to service establishment, moves and changes of BellSouth Centrex service.**

**6. Credits and Surcharges**

Credits and surcharges as described following will apply for all BellSouth Centrex service systems. A credit that is equivalent to the F.C.C. End User Common Line charge will be applied to each station line. A surcharge that is equivalent to the F.C.C. End User Common Line charge will be applied to each Network Access Register.

**7. Centrex PRI Conversions**

Customers may elect to convert existing PRI to Centrex PRI, and vice versa. This is considered an inside move and service rearrangement charges apply (as indicated in A42.3.4.G). Applicable charges for 5ESS switch type include Type 1 (as indicated in A42.3.4.G.1.a) and Premise Visit (as indicated in A42.3.4.G.3.a) per access line converted. Applicable charges for DMS-100 switch type include Type 1 (as indicated in A42.3.4.G.1.a), Type 2 (as indicated in A42.3.4.G.1.b) and Premise Visit (as indicated in A42.3.4.G.3) per access line converted.

**B. Training Charges**

**1. Terms and Conditions**

- a. The Common Equipment charges in A12.25.9 include initial training as indicated following for training performed during normal business hours. Normal business hours are Monday through Friday, excluding legal holidays, from 8 a.m. to 5 p.m. All subsequent or additional training or training outside of normal business hours will be at charges indicated in A12.25.8.B.2.

<b>Payment Plan</b>	<b>Hours of Initial Training Included</b>
1	4
2	4
3	8
4	8
5	16

- b. Rates in this Section apply to charges for training provided by employees of the Company. Certain Company agents, not employees of the Company, may provide end user training under separate charges.

**2. Rates and Charges**

- (1) Training - subsequent, additional, or outside of normal business hours

	<b>Nonrecurring</b>	<b>USOC</b>
	<b>Charge</b>	<b>CCXAT</b>
(a) Per hour	<b>\$75.00</b>	

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**A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

**A12.25 BellSouth Centrex Service (Cont'd)**

**A12.25.12 Optional Features (Cont'd)**

**A. Rates and Charges (Cont'd)**

**34. BellSouth Centrex RingMaster (DMS-100, 5ESS, EWSD)**

- a. BellSouth Centrex RingMaster service will enable a subscriber to have up to three telephone numbers associated with a single line.
- b. BellSouth Centrex RingMaster is not compatible with: Station Links in a different Wire Center; Station Links terminated on Electronic Business Sets; lines equipped with multi-line hunting arrangements, Integrated Services Digital Network (ISDN), and/or Automatic Call Distribution (ACD).
- c. BellSouth Centrex RingMaster is provided subject to the availability of facilities.
- d. All telephone numbers associated with a line equipped with BellSouth Centrex RingMaster must originate from the same Centrex customer group.
- e. When establishing BellSouth Centrex RingMaster service, Call Forwarding service subscribers must choose one of the following options:
  - (1) All telephone numbers associated with one line will be forwarded to a single number when Call Forwarding service is activated.
  - (2) The primary telephone number only will be forwarded when Call Forwarding service is activated. The additional BellSouth Centrex RingMaster service numbers will continue to ring and may be answered at the subscriber's premises.
  - (3) Both the primary and additional BellSouth Centrex RingMaster telephone numbers can be forwarded independent of each other to their own remote locations.
- f. Appropriate nonrecurring charges will apply when changing from one option to the other subsequent to the establishment of BellSouth Centrex RingMaster service.
- g. BellSouth Centrex RingMaster service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.

**h. Per Station Link<sup>1,2,3</sup>**

	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>
(1) BellSouth Centrex RingMaster			
(a) First additional telephone number with distinctive ringing, per line	-	<b>\$5.00</b>	<b>CENRF</b>
(b) Second additional telephone number with distinctive ringing, per line	-	<b>5.00</b>	<b>CENRG</b>
<b>35. Remote Access Call Forwarding (requires Call Forwarding Variable)</b>			
(a) Per non-Electronic Business Set link (DMS-100, 5ESS, EWSD)	-	<b>7.75</b>	<b>CENO2</b>
(b) Per Electronic Business Set link (DMS-100 only)	-	<b>7.75</b>	<b>CENO7</b>
<b>36. Secondary Calling Name Delivery (DMS-100, 1AESS, 5ESS, EWSD)<sup>4</sup></b>			
(a) Per station link	-	<b>1.00</b>	<b>CENO4</b>

- Note 1:** Listings for BellSouth Centrex RingMaster service are subject to terms and conditions specified in Section A6 for listings. (T)
- Note 2:** Available on Analog Station Links only.
- Note 3:** Not available with foreign exchange service and foreign central office service.
- Note 4:** Each line requires an additional listing.

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## A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A12.25 BellSouth Centrex Service (Cont'd)

#### A12.25.16 BellSouth Centrex Control (Cont'd)

##### B. Terms and Conditions

1. BellSouth Centrex Control is furnished subject to the availability of facilities and the ability of the software to control the requested feature.
2. Limitations and use of BellSouth Centrex Control as stated in Section A2 will apply.
3. Suspension of service at reduced rates as specified in A12.25.2 is not applicable if the customer utilizes BellSouth Centrex Control to deactivate station lines. Suspension of service by the Company will have reduced rates applicable as indicated in A12.25.2.
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 line with this Guidebook.
5. To access the BellSouth Centrex Control database, the subscriber must use Internet access or (for service established prior to June 30, 2006, awaiting conversion to Internet access) a voice grade line or the equivalent.
6. All BellSouth Centrex Control controllable lines in the 1AESS, 5ESS, DMS-100 and EWSD switches must be provisioned with a Caller ID Station Link.
7. For station lines equipped with BellSouth Centrex Control, the subscriber can verify and/or display the assignment of features on a single line, range of station lines or all station lines to determine which station line or station lines have a particular feature or service option.
8. BellSouth Centrex Control changes must be entered in conjunction with the following:
  - Prior to Company designated schedules, or
  - As priority changes, or
  - As future dated transactions by the subscriber.
9. The subscriber will be responsible for installation, maintenance and testing of compatible customer-provided equipment (CPE).
10. The Company does not assume responsibility for the compatibility or suitability of the subscriber's (CPE) equipment.
11. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of BellSouth Centrex Control render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
12. The subscriber must provide the Company with a central point of contact for inquiries and/or trouble reports involving station features.
13. The BellSouth Centrex Control subscriber is responsible for initiating a Service Order to correct any information pertaining to the Company's *Listing Information System* that changed as a result of a BellSouth Centrex Control TN swap. The appropriate Service Charges specified in Section A4 apply.
14. The subscriber must notify BellSouth when an available telephone number used or intended for use as an Additional Directory Number (ADN) is assigned, moved, or deleted by the subscriber in order to assure the appropriate treatment of required information such as PIC, 911, and repair service data. The Company is not responsible for any issues that may arise from inaccurate data or lack of subscriber notification. In the event any claim is brought against the Company in connection with any errors or omissions, the Company's liability shall be limited to one month's service for the BellSouth Centrex service station line or station lines involved.

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.5 Arrangements For Night, Sunday And Holiday Service**

**A13.5.1 General**

A subscriber to PBX service who desires to receive incoming calls after the usual business hours, without the service of an attendant at the switchboard, may arrange for such service as follows.

- A. Each trunk line which is to be connected through a PBX station line at night, on Sundays and holidays is bridged to a central office multiple jack bearing a different (non-consecutive) number. The regular number in the rotary series may then be used for day service, and the special (non-consecutive) number for night service. Calls made at night for the special number are completed only over the trunk line to which it is bridged, no connection being made with any other trunk line in case the called number is busy or does not answer.

**B. Example of Listing:**

Paterson Transfer Co. 24 North 256-1500

Note: From 5 PM to 8 AM on weekdays,

from 1 PM Saturday to 8 AM

Monday and on holidays call as follows:

Office 24 North

256-1875

Watchman 24 North

256-1875

Garage 29 Lake

256-1987

Storage Warehouse 150 Elm

256-1082

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**A13.5.2 Rates**

**A. Listings**

Monthly rates are as specified in Section A6.

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**B. Arrangements which involve the use of additional equipment will be provided as follows.**

	<b>Monthly Rate</b>	<b>USOC</b>
1. Facilities required to provide connection to an alternate telephone number		
(a) Each	<b>\$1.50</b>	<b>NCB</b>
2. Facilities to permit the completion of calls to dial PBX systems		
(a) Auxiliary line circuit including night service line, each	<b>5.30</b>	<b>NCG</b>

**C. Service Charges in Section A4 are applicable to Night, Sunday and Holiday Service lines or trunks.**

**A13.6 Reserved For Future Use**

**A13.7 Reserved For Future Use**

**A13.8 Reserved For Future Use**

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.10 Reserved For Future Use

### A13.11 Remote Call Forwarding

#### A13.11.1 General

- A. Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a Remote Call Forwarding telephone number in one exchange (the call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station). This service is offered subject to availability of suitable facilities. Where the call forwarding location is in a multi-office exchange, the Company will determine the serving central office.
- B. RCF can be offered as an individual service or as an additional feature with Company Foreign Exchange service. In the latter offering, RCF is used as an overflow when the Company Foreign Exchange line is busy.
- C. This service is only available where the terminating station line has incoming-call dial capability.
- D. RCF service is not offered where the terminating station line serves a coin telephone.
- E. The Company does not guarantee identification of the originating telephone number to the RCF customer.
- F. Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service "tandems" two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. Nonetheless, the resulting transmission performance will generally meet the RCF customer's voice-grade needs. Service arrangements which tandem more than two calls into one are more likely to result in unacceptable transmission quality; therefore, the Company will not knowingly forward calls via RCF to another telecommunications service arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered, and applies only in the forwarding direction. The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company's jurisdiction. Further, such services can be changed subsequent to the provision of an RCF service. Consequently, it is impractical to assure that such increased tandem forwarding never occurs. Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded-to number or termination of the RCF service. The RCF customer will be responsible for normal Guidebook charges for such changes.
- G. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.
- H. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station line are needed, the customer will, where appropriate, be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.
- I. Where a business listing is provided for the RCF number, calls will not be forwarded to a Company-provided telephone service for which residential rates apply. (T)
- J. Where calls are to be forwarded to telephone service other than that of the RCF subscriber, it shall be the responsibility of the RCF subscriber to obtain permission for such forwarding from the subscriber to the other service and to determine a mutually acceptable number of access paths. Where the other subscriber contests such forwarding or the number of access paths, the Company reserves the right to modify the RCF service to the extent necessary to eliminate the other subscriber's complaint. The RCF subscriber shall be responsible for charges for any resulting rearrangement of the RCF service.

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

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

**A13.11.5 Rates And Charges (Cont'd)**

**D. Subsequent Additions And Changes (Including Area Calling Service)**

	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>
1. Additional Access Paths, first addition (a) Per occasion	<b>\$12.00</b>	<b>\$22.65</b>	<b>RCA</b>
2. Additional Access Paths, at same time as 1.(a) (a) Each	-	<b>22.65</b>	<b>RCA</b>
3. To change the number at the call forwarding location (A nonrecurring charge specified in Section A4. is applicable.) (a) Each change	-	-	<b>NA</b>
4. To change the number to which calls are forwarded at the request of the customer (A nonrecurring charge specified in Section A4. is applicable.) (a) Each change	-	-	<b>NA</b>

**E. Listing**

One listing covering the exchange in which the call forwarding central office is located is provided without additional charge.

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**A13.11.6 Reserved For Future Use**

**A13.11.7 Reserved For Future Use**

**A13.12 Selective Class Of Call Screening Service**

**A13.12.1 General**

- A.** Selective Class of Call Screening Service enables a customer to secure central office blocking of 1+, 101XXXX 1+, 976, 900, and screening information to prevent operator assisted calls from being billed to the subscriber's line. Information digits are also passed to long distance providers, other than the Company, to identify the line as requiring special operator handling.
- B.** Subscribing to this service does not relieve the subscriber of responsibility for calls, other than intraLATA calls carried by the Company, which originate from his number. Failure of other long distance providers to act on the information digits passed to them could result in charges being placed on the subscriber's number.
- C.** Selective Class of Call Screening Service will be established only where operator identification is provided through the use of automated equipment arranged to furnish this service, or where a line or trunk is directly connected to a Company toll switchboard from the subscriber's premises. After the effective date of this Guidebook, Selective Class of Call Screening Service will not be established for any new customers in locations served by toll switchboards.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar Service (Cont'd)

#### A13.19.2 Definitions Of Features Offerings (Cont'd)

- N.** Enhanced Caller ID (Busy Line and Idle Line Name and Number Delivery) (Cont'd)  
 If the incoming call originates from a customer provided pay telephone, the name information transmitted will always be "Pay Phone."  
 If the incoming call is from a caller who subscribes to RingMaster service, the name and number transmitted will always be the main listing information rather than the RingMaster service listed name and number. (T)  
 If the incoming call originates from a multi-line hunt group, the name and number transmitted will always be the main listed directory name and number of the hunt group, unless, facilities permitting, the lines are Telephone Number (TN) identified within the group.  
 If the incoming call is from a caller served by a PBX, generally only the main listed name and number of the PBX will be transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station originating the call may be transmitted and available for display.  
 Any customer subscribing to Enhanced Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.
- O.** Enhanced Caller ID With Call Management  
 This feature is only available to business customers where facilities permit. This feature allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Enhanced Caller ID with Call Management includes the functionality of the Call Waiting feature and the Caller ID feature and provides several additional call disposition options.  
 The customer must subscribe to the Call Forwarding Don't Answer feature in order to forward a waiting call to another location. All terms and conditions, including rates, for this feature are as described in A13.9. This feature must be ordered separate from Enhanced Caller ID with Call Management.  
 Call disposition options provided with Enhanced Caller ID with Call Management include:  
 - Answer the waiting call, placing the first party on hold  
 - Answer the waiting call, dropping the first party  
 - Direct the waiting caller to hold via a recording  
 - Forward the waiting call to another location (e.g., a voice mailbox or Telephone Answering Service)  
 - Conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.  
 Utilization of the full capabilities of Enhanced Caller ID with Call Management requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein.
- P.** BusyConnect  
 TouchStar service BusyConnect is an optional network feature which will be offered beginning March 3, 1998 in central offices where facilities permit on a usage basis. Presubscription will not be required and billing will be incurred on a per use basis.  
 BusyConnect enables callers to retry a busy line on demand. When a caller receives a busy condition, the service will automatically play an announcement offering the caller the option of having the service complete the call when the called line becomes available. If the caller activates BusyConnect service, the status of the called party's line will be monitored for thirty minutes and the call completed when the line is available.  
 BusyConnect service is available, facilities permitting, to residence and business customers on a per activation/occasion basis. The service may be utilized on a non-subscription basis with a per occasion charge for each activation, whether the call is completed or not. Access to the usage option can be restricted at the customer's request at no charge. (USOC BRD in A13.19.4)



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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.27 Emergency Reporting Services

#### A13.27.1 Universal Emergency Number Service - 911<sup>1</sup>

##### A. General

1. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number "911" for use of Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller telephone access to a local PSAP.
2. No charge applies to the calling party for calls place to the 911 emergency number.

##### B. Terms and Conditions

1. 911 Service is provided by the Company where facility and operating conditions permit.
2. This offering is limited to the use of central office number "911" as the universal emergency number and only one "911" service will be provided within any government agency's locality.
3. The 911 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number.
4. The service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting emergencies by the public.
5. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 911 Service. In the event of any interruption of the service, the Company shall not be liable for any loss or damage other than a pro rata allowance to the customer at the rate for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.
6. 911 will be listed as the emergency number for participating public agencies on the inside front cover of the Company Directory, *where available*. Dual listing of a seven digit emergency number for these agencies will not be permitted on the inside front cover. In the white pages of the directory, a seven digit non-emergency number must be listed along with the 911 number for these agencies.
7. Application for 911 Service must be executed in writing by the customer (a municipality, a local government authority or their duly appointed agent). If execution is by an agent, satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
8. The customer must furnish the Company, in writing, with its agreement to the following terms and conditions:
  - a. That at least one PSAP will be provided and staffed on a 24-hour coverage basis.
  - b. That the customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.
  - c. That the customer will subscribe to a sufficient number of interoffice and 911 exchange lines to adequately handle incoming calls as determined by the Company but in all cases subject to a minimum of two lines required at any point in the 911 network including the 911 exchange lines terminated at the PSAP.
  - d. That the customer will subscribe for additional local exchange service at the PSAP location for administration purposes, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by Company operators.

**Note 1:** This Guidebook is applicable to new systems or additions to existing systems ordered on or after June 14, 1979.

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.34 RingMaster Service (Cont'd)**

**A13.34.2 Terms and Conditions**

- A. This service is available to individual line residence and business customers.
- B. The service is not compatible with PBX trunk service, obsolete Prestige service, Personal Paging service, customer provided public telephone service, lines equipped with multi-line hunting arrangements or foreign exchange service. RingMaster service may not be compatible with all types of customer provided telephone equipment, customer premises switching or key equipment. For BellSouth Centrex RingMaster, see A12.25.
- C. RingMaster service is provided subject to the availability of facilities. Additionally, RingMaster II service may not be available in all central offices equipped to provide RingMaster I service.
- D. RingMaster service subscribers will be entitled to one white page listing with each RingMaster service number. Listings for RingMaster service are subject to Terms and Conditions specified in A6 for listings. Other listings will also be provided under the Terms and Conditions described in Section A6. (T)
- E. All telephone numbers associated with a line equipped with RingMaster service must originate from the same central office switching machine.
- F. When establishing RingMaster service, Call Forwarding service subscribers must choose one of the following options. When Call Forwarding service is activated:
  - 1. All numbers associated with one line will be forwarded to a single number when Call Forwarding service is activated.
  - 2. The main number only will be forwarded when Call Forwarding service is activated. The additional RingMaster service numbers will continue to ring and may be answered at the subscriber's premises.
- G. The Secondary Service Charge will apply when changing from one option to the other subsequent to the establishment of RingMaster service. The Line Change Charge is applicable to changes in RingMaster service numbers.
- H. RingMaster Service can be suspended as specified in A2.3. During the period of suspension, no recurring charge applies.

**A13.34.3 Rates**

**A. Residence**

	<b>Monthly Rate</b>	<b>USOC</b>
1. RingMaster I Service		
(a) One additional number with distinctive ringing, per line	<b>\$9.50</b>	<b>DRS</b>
2. RingMaster II Service		
(a) First additional number with distinctive ringing, per line	<b>9.50</b>	<b>DRS1X</b>
(b) Second additional number with distinctive ringing, per line <sup>1</sup>	-	<b>DRS2X</b>

**Note 1:** Must be ordered with first additional number.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.79 211 Dialing Service (Cont'd)

#### A13.79.1 General (Cont'd)

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

In addition, operator assisted calls to the 211 subscriber will not be completed.

- I. The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly.
- J. An "affiliate" of a 211 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 211 subscriber. The term "control" (including the terms "controlling", "controlled by:" and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 211 subscriber becomes an affiliate of or is acquired by another 211 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 211 number within 6 months of the merger or acquisition.

- K. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Calling Number Identification service in A13.
- L. Calls to a disconnected 211 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

#### A13.79.2 Service Requirements and Conditions

- A. All requests for 211 must be submitted in writing to the 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.

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

## 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.
- 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 and use of service as stated in Section A2 apply.
- F. Listings may be provided for 711 at rates, terms and conditions as specified in Section A6.
- 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)<sup>1</sup>
  - 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.

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#### 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.
- 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.

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

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## 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.
- 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.
- 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.
- 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.
- G. Listings may be provided for 511 at rates, terms and conditions as specified in Section A6.
- 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)
  - Inmate Service
  - 101XXXX
  - Cellular - Type 2A

In addition, operator assisted calls to the 511 subscriber will not be completed.
- I. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.
- J. An "affiliate" of a 511 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term "control" (including the terms "controlling", "controlled by:", and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.
 

If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within 6 months of the merger or acquisition.
- K. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Identification service in A13.
- L. Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.82 311 for Non-Emergency Municipal Use

#### A13.82.1 General

- A.** 311 for Non-Emergency Municipal Use (“311”) is a three digit local dialing arrangement available in specified areas from 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.
- B.** 311 is available from the Company in Company Territory only. To provide access to 311 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users per central office switch, the 311 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 311 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach non-emergency police and other governmental agencies by dialing 311.
- C.** 311 will be assigned to the subscriber on a central office-by-central office basis, as facilities permit. 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.
- E.** 311 for Non-Emergency Municipal Use can be accessed via regular exchange access lines (by individual business lines, PBX trunks, etc.) unless such lines invoke N11 dialing restrictions or other customized dialing restrictions.
- F.** Limitations and use of service as stated in Section A2 apply.
- G.** Listings may be provided for 311 for Non-Emergency Municipal Use at rates, terms and conditions as specified in Section A6.
- H.** Access to 311 is not available to the following classes of service:
- Hotel/Motel/Hospital Service
  - 1+
  - 0+, 0- (Third-Party Billing, Collect Calls)<sup>1</sup>
  - Inmate Service
  - 101XXXX
  - Cellular - Type 2A
- In addition, operator assisted calls to the 311 subscriber will not be completed.
- I.** The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity without prior approval from the Company.
- J.** An “affiliate” of a 311 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 311 subscriber. The term “control” (including the terms “controlling”, “controlled by, and under common control with”) means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.
- If a 311 subscriber becomes an affiliate of or is acquired by another 311 subscriber through merger, acquisition, annexation or otherwise, then the affiliated subscribers must surrender all but one 311 number within 6 months of the merger or acquisition.
- K.** 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Calling Number Identification service in A13.
- L.** Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of 60 days, when the 311 subscriber is a Company subscriber. The announcement provided may refer the caller to another telephone number.

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

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## A15. CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

### A15.7 Connection Of Customer-Provided Telephone Equipment (CPE) To Party Line Services (Cont'd)

#### B. Terms and Conditions (Cont'd)

##### 9. Modifications performed by the Company will be guaranteed as follows: (Cont'd)

##### a. Limited Guarantee And Liability (Cont'd)

##### (4) Customer Responsibility

To obtain repairs of the modification under the above guarantee, the customer must call the Company repair number which can be found in the *Company's Listing Information System*, or call any Company Business Office, collect<sup>1</sup>. (T)

When the repair person arrives and before any work is performed, the customer must present proof of the date the guarantee commenced.

The customer must also provide all technical wiring information concerning the equipment before any work is performed. If replacement parts are needed in providing the repair, the customer must provide them before any work is performed.

#### C. Rates and Charges

1. The customer will be responsible for all charges for any work performed by the Company in the initial or any subsequent modification of the CPE.

2. The customer will be billed a Trouble Determination Charge, as specified in Section A4 when:

a. A request for initial or subsequent modification is not possible because, in the opinion of the Company: the CPE is not modifiable, or the customer did not provide schematics, wiring instructions and/or parts which are necessary to perform the modification, or

b. A visit to the customer's premises is required due to a trouble report and the trouble is found to be in the CPE.

3. No charges will apply when:

a. A visit to the customer's premises is required due to a trouble report where the trouble is found to be in the Company performed modification and the modification is within the guarantee period, or

b. The malfunction or trouble is found to be in the Company network and not caused by the CPE.

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

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## A20. OPTIONAL CALLING PLANS

### A20.2 General Terms And Conditions (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.
- 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.
- H. For all Optional Calling Plans, an operator will:
  - 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 Terms and Conditions in Section A2., including those Terms and Conditions 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 in the *Company's Listing Information System* which indicates no charge applies for direct dialed calls to his number.

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## **A27. SHARED TENANT SERVICE OFFERINGS**

### **A27.1 Sharing And Resale Of Basic Local Exchange Service<sup>1</sup>**

#### **A27.1.1 General**

- A.** In general, Basic Local Exchange Service is furnished for the exclusive use of the subscriber, and the subscriber's family, guests, employees, agents, or representatives. Resale of Basic Local Exchange Service is permitted only under the specific conditions described in this Guidebook. For the purpose of this Section, "sharing" of Basic Local Exchange Service is considered synonymous with "resale" of Basic Local Exchange Service.
- B.** When in the judgment of the Company it is deemed necessary, or when the projected number of clients is five or more, the customer must apply in writing to resell exchange services provided by the Company and may be required to submit layout maps defining the intended geographic resale area and anticipated development plan in terms of new or existing buildings. All rates and charges in connection with the resale operation and all repairs and rearrangements behind and including the reseller's communication system will be the responsibility of the reseller (customer of record)/owner. The reseller will be the single point of contact for all shared tenant services provided in the resale service area. Customers who choose to obtain service directly from the Company may subscribe to any local exchange service available. Nothing in this Section impairs the Company's franchise or ability to operate in the state. This Guidebook is not intended, nor does it, enfranchise or certify the recipients of this service as a telecommunications company.
- C.** Resale is permitted where facilities permit and within the confines of specifically identified continuous property areas under the control of a single owner or within a common development with a single name identity, such as multi-tenant office buildings, apartment complexes, condominium complexes, commercial malls, campus complexes, and office and industrial parks. Areas designated for resale may be intersected or transversed by public thoroughfares provided that the adjacent property segments created by intersecting or transversing thoroughfares would be contiguous in the absence of the thoroughfare. If the designated resale service area is located within the confines of more than one exchange boundary, the serving central office will be determined by the Company. A resale area may be served by only one central office.
- D.** The premises definition as applies to resale of Basic Local Exchange Service is a resale area as defined by layout maps, if appropriate. See premises as defined in Section A1.
- E.** Private line services may be provided to tenants of resellers under the Terms and Conditions specified in Section A2, and Section C2 of the Private Line Guidebook. Resellers may obtain private lines for security purposes such as fire, burglary, etc.
- F.** Private interconnection of resale service areas within an exchange local calling area and LATA is prohibited. Tie Lines are restricted to the private use of a single resale client and cannot be used to access Local Exchange Service via Sharing and Resale trunks or lines.
- G.** All other Terms and Conditions specified in other sections of this General Exchange Guidebook will apply.

#### **A27.1.2 Terms, Conditions And Application Of Rates**

- A.** Resale of Basic Local Exchange Service is available on a business flat rate basis. Other business services will be provided at the rates specified in other Sections of this Guidebook.
- B.** The client of the reseller is defined as a different business, firm, corporation, company, subsidiary, association, associate or a residence. Listings for Shared Tenant Service Clients may be obtained under the conditions and rates specified in Section A6, Listings. Charges for Listings will not be separately billed.

**Note 1:** Changes resulting from KPSC Order No. 293, Dated November 11, 1986 had an effective date of December 11, 1986. On May 8, 1987, the Commission affirmed by an order that the effective date for these changes is November 11, 1986. Service initially available March 11, 1987.

## 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) un-availability of the customer's facilities and/or equipment
  - b. to service requiring Special Construction as set forth in Section A5.
  - c. to Specialized Service or Arrangements or Individual Case Basis filings as set forth in Section A5.
  - 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.
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.
4. Listings for MSP's are provided in accordance with Terms, Conditions and Rates found in Section A6.
5. Clients of the MSP may be provided listings as specified in A6.6.2, Business Additional Listing.
6. Charges for Operator Assisted Local Call and Local Operator Verification/Interruption Service<sup>1</sup> as defined in Section A3 are applicable and will be individually itemized on the MSP's bill.
7. Charges for IntraLATA Long Distance Operator Verification/Interruption Service<sup>1</sup> as defined in Section A18 are applicable and will be individually itemized on the MSP's bill.
8. When the MSP wants to prohibit third number<sup>1</sup> and collect calls<sup>1</sup> 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.
10. Billing disputes must be communicated to the Company in writing within 30 days from the billing date. The Company will make every effort to investigate such disputes and reconcile any differences within 30 days from receipt of such notification. If the billing amount is found to be correct, a late payment charge may be applicable, as specified in Section A2.

(T)

(T)

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

## A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

### A42.3 Primary Rate ISDN

#### A42.3.1 General

- A. Primary Rate ISDN is an intraLATA offering supported by the Integrated Services Digital Network (ISDN) architecture.
- B. Primary Rate ISDN provides an ISDN based DS1 access to the telecommunications network and includes the flexibility of integration of multiple voice and/or data transmission channels on the same line. The service will provide connectivity between ISDN compatible CPE and a serving central office. The service may not be installed at a carrier hotel, a collocation cage, or any similar location. The basic channel structure for Primary Rate ISDN is twenty three 64 Kbps B-Channels and one 64 Kbps D-Channel. The customer has the option to activate up to 23 B-Channels on the first Primary Rate ISDN arrangement and up to 24 channels on additional Primary Rate ISDN arrangements. A Digital Data Only option<sup>1</sup> and an Inward Data Option are also available. The 23 B-Channels can be used to connect the customer's CPE to the Public Circuit Switched Network, e.g., outward, inward and 2-way network access. Calling Number Delivery, Called Number Delivery, Outgoing Calling Name Delivery and Hunting functionality are inherent to this service. Incoming Calling Name Delivery, an optional feature offered at rates listed in A42.3.4.5.D, is available in switch types where equipped. Redirecting Number, an optional feature described in A42.3.3, is offered at no charge to the customer in switch types where equipped. Numbers for use on Primary Rate ISDN are available in this Guidebook. One Listing will be furnished at no charge for each Primary Rate ISDN B-Channel. Additional listings can be obtained as specified in Section A6. (T)
- C. Primary Rate ISDN provides capability for the transmission of digital signals only. Clear Channel Capability and Extended Superframe Format are inherent to the service.
- D. Primary Rate ISDN is provided within a LATA from wire centers where appropriate ISDN facilities are available as determined by the Company. Special Construction charges may apply as specified in Section A5.
- E. Primary Rate ISDN Access Lines furnished between a serving wire center and a customer's premises will be offered at a non-distance sensitive rate per Primary Rate ISDN Access Line. If a customer wishes to utilize another Company provided transport facility (e.g., SMARTRing service) that can meet the required standards to carry the Primary Rate ISDN Access (DS1) Line, the customer will incur no charge for the Primary Rate ISDN Access (DS1) Line. MegaLink service cannot be utilized to provide transport for Primary Rate ISDN except where the Primary Rate ISDN is terminated in FlexServ service. Asynchronous Transfer Mode (ATM) Service can be utilized to transport Primary Rate ISDN Voice/Data – Flat Rate under the Terms and Conditions stated in A42.3.2.EE.
- F. Interoffice Channels furnished between central offices will be charged at rates based on airline distance between the central offices, except as provided in A42.3.2.Q.
- G. Airline distance between Company central offices shall be developed using the methodology found in B3.3.3 of the Private Line Guidebook. Fractional mileage shall be rounded up to the next full mile.
- H. The required components for Primary Rate ISDN are as follows:
  - Primary Rate ISDN Access Line where applicable
  - Interoffice Channels where applicable
  - Primary Rate ISDN Interface
  - Primary Rate ISDN B-Channels
  - Primary Rate ISDN D-Channel
  - Telephone Numbers
  - Call Types
- I. Incoming Call Extension (ICE) is an optional offering allowing customers to retain their numbers. ICE-SRC (Incoming Call Extension - Same Rate Center) and ICE-DRC (Incoming Call Extension - Different Rate Center) may be used in any ANSA arrangement. ICE-SRC and ICE-DRC may be used if an ANSA customer's non-equipped, serving wire center switch is replaced by a Primary Rate ISDN (PRI) capable switch. ICE is only available within the Local Calling Area.
  1. ICE-SRC applies if the Customer's Serving Central Office and the ANSA office are in the same Toll Message Rate Center (TMRC). Rates and charges are applicable per number.
  2. ICE-DRC applies if the customer's Serving Central Office and the ANSA office are in different Toll Message Rate Centers. Hunting between ICE numbers is not allowed. Rates and charges are applicable per number or per path. Customers may be required to make CPE software modifications to translate dialed numbers to terminated numbers.
- J. Primary Rate ISDN B-Channel rates for the Voice/Data (Standard) option are listed in A42.3. Exchange access is included as a part of the B-Channel rate and is offered on a flat rate basis and on a usage sensitive basis with Area Calling Service.
- K. Primary Rate ISDN B-Channel rates for the Digital Data Only<sup>1</sup> option are listed in A42.3.4.C. Exchange access is included as a part of the B-Channel rate and is offered on a flat rate basis and on a usage sensitive basis with Area Calling Service.
- L. Primary Rate ISDN B-Channel rates for the Inward Data option are listed in A42.3. Exchange access is included as a part of the B-Channel on a flat rate basis only.

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

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## A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

### A103.8 Joint User Service

(Obsoleted 3-11-87, Type D, Guidebook Reference A3.8.) On and after 3-11-87. Joint User Service will not be available for new installations, relocations, transfers of service or additions of access lines, additions of joint users, additions or changes of listings and additions of central office controlled features such as Touch-Tone and Custom Calling Service.

#### A103.8.1 Application, Terms and Conditions

- A. In general, Business Exchange Service is furnished for the exclusive use of the business subscriber and his employees, agents, and representatives. Joint User Service is a shared service arrangement which allows the business telephone Exchange Service of a subscriber to be used, when designated by the primary subscriber, by individuals, firms, or corporations not otherwise permitted use of the subscriber's Business Service by this Guidebook.
- B. Joint User Service is permitted in connection with the following:
  - 1. Business Individual Line Flat Rate, Measured Rate or Message Rate Service.
  - 2. Commercial PBX Flat Rate, Measured or Message Rate Service.
  - 3. Hotel PBX Service.
  - 4. Centrex Type Services.
- C. Application for Joint User Service and for changes in service or equipment furnished therewith, must be executed by the primary subscriber. The primary subscriber is responsible for payment of all charges incurred, regardless of whether such charges are associated with his usage or that of any of his Joint Users. Stations, additional listings and miscellaneous equipment are furnished, with the consent of the primary subscriber, for use of the Joint User, at the regular rates.
- D. Charges for Joint User Service date from the day of the Company's information records are posted and are payable monthly in advance. The minimum chargeable period for Joint User Service is the life of the directory issue, *where directories are available*, in which the listing first appears, not to exceed one year from the effective date of the listing. Contracts for Joint User Service are self-renewing for periods of one directory issue, not to exceed one year from the effective date of the directory. In the event the joint user listing does not appear in the directory, the minimum chargeable period is for one month. (C)
- E. Joint User Service is terminated and charges for Joint User Service are automatically discontinued upon termination of the primary subscriber's telephone service. Charges for Joint User Service may be discontinued at the request of the subscriber provided that the Joint User no longer utilizes any of the customer's service or equipment, and also that the terms of the minimum service period have been satisfied.
- F. The total charges for telephone service allocated by the primary subscriber among the subscriber and his joint users shall not exceed the charges of the Company to the primary subscriber as set forth in this Guidebook.
- G. Joint Users of a primary subscriber's service must have the option of obtaining service directly from the Company.
- H. A Joint User is entitled to one listing in the alphabetical section of the telephone directory, *where available, otherwise in the Company's Listing Information System*. (C)
- I. Joint User Service is not provided on party lines.

**A103. OBSOLETE SERVICE OFFERINGS – BASIC LOCAL EXCHANGE SERVICE**

- A103.28 Reserved For Future Use**
- A103.29 Reserved For Future Use**
- A103.30 Reserved For Future Use**
- A103.31 Reserved For Future Use**
- A103.32 Reserved For Future Use**
- A103.33 Reserved For Future Use**
- A103.34 Reserved For Future Use**
- A103.35 Reserved For Future Use**
- A103.36 Reserved For Future Use**
- A103.37 Reserved For Future Use**
- A103.38 Back-Up Line**

(Obsoleted 9-1-11, Type B – Not available for new installations, additions or on transfers of service to new location.)

**A103.38.1 Terms, Conditions and Rates**

- A.** Back-Up Line is an optional service which provides individual line business subscribers with an additional line which is available for inward and outward calling.
- B.** This service is only available to individual line business subscribers, where facilities permit. Back-Up Line service cannot be used as the primary business line, and must be located on the same premises as the business individual line service with which it is associated.

Back-Up Line will not be available to business party lines.

- C.** Each Back-Up Line can receive calls forwarded from one busy primary line or hunt group at no charge. This overflow capability will be provided on the forwarding line.  
If a customer subscribes to more than one Back-Up Line, these Back-Up Lines may be provisioned in an overflow group at no charge. Overflow capability may not be provided from a Back-Up Line or group of Back-Up Lines to other lines on the same premises.
- D.** Overflow capability from additional primary lines or hunt groups to Back-Up Line service will be provided on the forwarding line.

	<b>Monthly Rate</b>	<b>USOC</b>
1. Overflow to Back-Up Line from each additional flat, measured, or message rate primary line or hunt group will be provided at the rate specified for Grouping Service. (a) See A3.19	\$ -	<b>BULRX</b>
2. Overflow to Back-Up Line from each additional Area Calling Service primary line or hunt group will be provided at the rate specified for Grouping Service. (a) See A3.19	-	<b>BULSX</b>

- E.** A listing is not furnished with Back-Up Lines. However, a listing may be purchased, if desired, at the rates specified in Section A6.
- F.** Usage charges are applied for all incoming and outgoing calls associated with Back-Up Line service, as described in H and I, with the following exceptions. No usage charges apply to calls completed to the Company Business Office, Repair Service, or Emergency 911 Service. Charges for calls to Directory Assistance will be billed at the rates shown in A3.13 or A18. Usage Based Pricing primary lines will be billed their appropriate usage charges for all calls which overflow to a Back-Up Line. These usage charges are in addition to the Back-Up Line incoming usage charge described in H.

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**A106. OBSOLETE SERVICE OFFERINGS - LISTINGS**

(T)

**Reserved For Future Use**

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## **A108. OBSOLETE SERVICE OFFERINGS - TELEPHONE ANSWERING FACILITIES**

### **A108.1 General Provisions**

(Obsoleted, 7-28-04, Type D) Obsolete service offering. Service rates and charges in this section are available for inward activity of existing subscribers only as specified following. Not available for new service/system or entire moves of existing service to new locations.

#### **A108.1.1 Facilities And Equipment**

- A.** The Company will provide facilities, as outlined herein, for Telephone Answering Bureaus (secretarial firms) for their use in furnishing telephone answering service for subscribers to exchange services, excluding multiparty line services, when they are absent or do not desire to answer their calls personally.
- B.** Specially designed telephone answering equipment is available for terminating a number of secretarial lines extending from telephone subscribers' service so that an attendant may answer incoming calls to the lines of subscribers who contract with the Telephone Answering Bureau. The equipment is designed to prevent the attendant from placing outgoing calls over such secretarial lines.
- C.** Main station and local private line terminations may also be provided where the subscriber contracts with a Telephone Answering Bureau to receive all incoming calls or where the Telephone Answering Bureau wishes to terminate administrative service for answering purposes only.
- D.** Foreign exchange service and secretarial lines associated therewith may be terminated in telephone answering equipment for answering purposes only.
- E.** Local exchange trunks may be terminated in a telephone answering switchboard for the purpose of completing local or long distance calls to and from administrative telephones furnished with and on the same premises as the telephone answering switchboard.
- F.** The interconnection by the Telephone Answering Bureau of its client's line with other lines or central office lines or other facilities is subject to the limitations of the equipment. Where such connections can be made and include connections to the Company exchange network, Private Line Service, or Long Distance Message Telecommunications network, the responsibility of the Company shall be limited to the furnishing of facilities suitable for Exchange Service, Private Line Service or Long Distance Message Telecommunications Service and to the maintenance and operation of such facilities in a manner proper for such services.
- G.** A concentrator-identifier is available for connecting a Telephone Answering Bureau with secretarial lines or main station lines of its clients located in central office areas other than that in which the Telephone Answering Bureau is located. Where main station lines are connected to concentrators, the address of the Telephone Answering Bureau shall be shown in the listing for service. (T)
- H.** The Telephone Answering Bureau may bridge calls from secretarial lines to the general exchange network over exchange central office lines furnished the Telephone Answering Bureau for administrative use; however, these facilities furnished by the Company are not designed for call bridging. The Company will not be liable for defects in transmission or other service difficulties arising out of or resulting from the Telephone Answering Bureau bridging calls.
- I.** Rates and charges for expediting the installation of service is as specified in Section A4 for the appropriate residence or business class of service.

#### **A108.1.2 Initial Service Periods**

Telephone answering concentrator-identifier equipment is provided for initial service periods of five years, with basic termination charges being applicable as indicated herein.

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**A111. OBSOLETE SERVICE OFFERINGS - ESSX-1 SERVICE****A111.1 ESSX-1 Service (Cont'd)****A111.1.2 Terms and Conditions (Cont'd)**

- B.** ESSX-1 Service is classified as business service and is furnished only from No. 1 ESS central office equipment located on Company premises. ESSX-1 Service is offered subject to the availability of facilities and where, in the judgment of the Company, service may be provided by the use of service arrangements, equipment and facilities in quantities and types regularly furnished by the Company.
- C.** ESSX-1 Service is offered only as a complete service. ESSX-1 Service is not available without Network Access Registers.
- D.** Attendant positions, if provided, are located on the customer's premises and must conform to the operating practices of the Company to ensure that a proper standard of service is maintained.
- E.** One primary Listing is furnished without additional charge for each ESSX-1 system in order to direct incoming calls from the exchange and toll networks to an attendant position of an ESSX-1 system. (T)
- F.** An attendant access circuit may be arranged for dial "O" operation in order to permit station line users direct access to an attendant position.
- G.** The number of simultaneous exchange and toll network calls to and from main station lines and attendant positions of an ESSX-1 system is limited by the number of network access registers subscribed to by the customer. Each network access register may be arranged for two-way, one-way incoming or one-way outgoing operation depending upon the option of the customer at the time the network access register is installed. When a change in the type of operation is requested by the customer, the appropriate Service Charge as specified in Section A4 applies per network access register affected.
- H.** Interception of Calls to Unassigned Station Lines
  1. Incoming calls from the exchange and toll networks to unassigned station lines are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service. Referral of unassigned number calls will not be provided.
  2. Intercommunicating calls to unassigned station lines are intercepted by central office recorded announcement equipment which is common to all ESSX-1 systems served out of the same office. The announcement states that the number is not in service and advises that the attendant or the directory of the caller's system should be consulted.
- I.** At the time an ESSX-1 main station line is initially installed, it will be equipped with a suitable station hunting arrangement as determined jointly by the customer and the Company. When a change in that arrangement is requested by the customer, the appropriate Service Charge (including Premises Work Charges) as specified in Section A4 for a change in a line termination applies per main station line affected.
- J.** When the station hunting arrangements Call Forwarding-Busy Line and Call Forwarding-Don't Answer are provided on the same station line, all busy line and don't answer condition calls forwarded must either be incoming only or incoming and intercommunicating and, in addition, must be forwarded to the attendant or the same designated station line.
- K.** With the exception of Network Access Registers, neither partial nor complete temporary suspension of ESSX-1 Service is permitted.



**A111. OBSOLETE SERVICE OFFERINGS - ESSX-1 SERVICE**

**A111.1 ESSX-1 Service (Cont'd)**

**A111.1.3 Rates (Cont'd)**

**A. ESSX-1 Service (Cont'd)**

	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
7. Group Use Service				
(a) Per system arranged	<b>\$27.00</b>	-	<b>EGR</b>	
8. Additional Common Blocks				
(a) Each	-	<b>\$26.65</b>	<b>EBS</b>	
9. Additional Listings, each				
(a) Apply same rates, charges, and USOC's as specified for Business Additional Listings.	-	-	<b>NA</b>	(T)
10. Service Charges				
(a) The Service Charges (including Premises Work Charges) specified in Section A4 apply to the service connection, move and change of ESSX-1 service.	-	-	<b>NA</b>	
11. Attendant Positions				
a. Attendant Access Circuits				
(1) Except where A111.1.2.M.6. is applicable, apply regular ESSX-1 main station line and circuit rates and charges.				
(a) Each	-	-	<b>NA</b>	
b. Trunk Answer Any Station Line Transfer				
(1) Except where A111.1.2.M.6. is applicable, rates, charges, and USOC's apply as specified in the Private Line Guidebook for a Series 1000, Type 1001 Channel between the serving central office and equipment located on the customer's premises.				
(a) Each	-	-	<b>NA</b>	

## **A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

### **A112.20 MultiServ Service (Cont'd)**

#### **A112.20.2 Terms and Conditions (Cont'd)**

- G.** Feature Groups as listed in A112.20.10 may require customer-provided compatible terminal equipment.
- H.** If the subscriber of MultiServ service elects a Measured Rate service, usage charges as specified in Section A3 are applicable on calls to locations outside the subscriber's system in addition to rates and charges in this and other guidebook sections for MultiServ service and other associated services. Usage charges are not applicable on calls originated and terminated within the same MultiServ service system, unless the system is equipped with Assumed Dial '9'.
- I.** Suspension/Denial of Service - MultiServ service may be suspended or denied at the subscriber's request or at the instance of the Company.
  1. Suspension at the request of the subscriber will be allowed on the link portion of the main station line at 50 percent of the rate regularly charged. Feature Groups and optional Features outlined in Section A112 will be suspended at no recurring charge during the period of suspension unless otherwise noted. Other rules and restrictions as outlined in Section A2 apply. The subscriber may request this suspension for a maximum of three months in succession. Restoration charges will be applicable per line as specified in Section A4.
  2. Denial at the instance of the Company will be allowed for non-payment of rates and charges for MultiServ service and the associated services. Restoration charges will be applicable per line as specified in Section A4.
- J.** Listings will be furnished subject to the rates, terms and conditions specified in Section A6. A standard Listing will be provided at no charge for each main station line. (T)
- K.** Service charges, as specified in Section A4 apply to each station link in the same manner as for an individual business line and to all of the subscriber's systems unless otherwise indicated.
- L.** MultiServ service installation charges are due on initial installation unless arrangements are made for Deferred Billing as specified in Section A2.
- M.** End User Charges as specified for End User Common Access Service in BellSouth Telecommunications Inc., FCC No. 1, Section 4 apply per line. For purposes of application of End User Charges only, MultiServ service station lines for use by residents of dormitory living quarters, barracks and nursing homes will be considered residential service. Main station lines terminated in such housing for administrative or business use will be considered business service.
- N.** Concessions will not apply to MultiServ service except those allowed to Corporate Communication/Affiliate Billing MultiServ service accounts.
- O.** Service order charges will not apply for the provision of Calling Number Delivery Blocking.
- P.** During collection or distribution of the subscriber's ACD-NMR and/or Switch-Computer Application Interface (SCAI) Link data, due to faults or defects in telephone equipment, data may be destroyed. The Company shall not be liable, directly or indirectly, for damages, except as outlined in A2.5.1.
- Q.** Customer Premises Equipment (CPE) and software for use with ACD and/or Switch-Computer Application Interface (SCAI) Link is the responsibility of the user for provisioning. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of ACD Service render any facilities provided by the customer obsolete, or require modification or alteration of such equipment or system, or otherwise affect its use or performance.
- R.** A mixture of Flat Rate and Measured Rate Local Exchange Service will not be allowed.
- S.** ISDN Business Service (ISDN - IBS) lines may be purchased out of Section A42 to be associated with MultiServ service or MultiServ PLUS service. Terms and conditions of MultiServ service and MultiServ PLUS service will apply to these ISDN - IBS lines except as otherwise stated in Section A42.
 

Each ISDN Basic Rate DSL Access Arrangement will be counted as a MultiServ service or MultiServ PLUS service line in determining the total system size.

MultiServ service Optional Features compatible with ISDN may be purchased for use with these ISDN - IBS lines. MultiServ service Feature Groups are not available for use with these ISDN - IBS lines.

ISDN - IBS lines not associated with a MultiServ service or MultiServ PLUS service may not purchase features from this Section.
- T.** Expanded local serving Area Calling Plans which are available to MultiServ service and MultiServ PLUS service subscribers in Kentucky include Area Calling Service. Flat Rate and Measured Rate (Area Calling Service) service available to the subscriber is outlined in Section A3.

## A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A112.20 MultiServ Service (Cont'd)

#### A112.20.3 Unconditional Satisfaction Guarantee

- A. If the subscriber is not completely satisfied with MultiServ service within ninety (90) days of the effective billing date, all payments will be handled as indicated in this paragraph.
1. The following charges will be refunded:
    - a. Nonrecurring and recurring charges (up to ninety days recurring billing) for rate elements as specified in this sub-section for MultiServ service.
    - b. Service charges from Section A4.
  2. The following charges will not be refunded:
    - a. End User Common Line Charges as specified in BellSouth Telecommunications, Inc., FCC No. 1, Section 4.
    - b. Usage Charges from Section A3.
  3. Customer-provided equipment acquired for use with MultiServ service will not be included in this plan.
  4. This guarantee will not apply to transfers of service, moves, conversions or recasts.
  5. MultiServ service will be disconnected no later than ten (10) days after receipt of notification of dissatisfaction.
  6. Subscribers requesting an extension of the ten (10) day disconnection interval to accommodate installation of a replacement product/service, will be billed the recurring rates for that period, not to exceed six (6) months.
  7. Subscribers must retain continuous service beyond the ninety (90) days via other Local Exchange Services as offered in Section A3.

#### A112.20.4 Intercept of Calls

- A. Rerouting of calls that cannot be completed to the number originally dialed will be offered either standard Intercept or Automatic Number Referral.
1. Intercept - Incoming calls from the exchange and long distance message networks to unassigned station numbers are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.  
Intercommunicating calls to unassigned station numbers are intercepted by central office recorded announcement equipment which is common to all subscriber's MultiServ service systems served out of the same office. The announcement states that the number is not in service and advises that the attendant or the directory number of the caller's system should be consulted.
  2. Automatic Number Referral - Incoming calls to a telephone number that has been disconnected or changed may be routed to a mechanized announcement that tells the calling party that they have not reached the number they dialed, the reason the number is not in service and the new number to call, if available. Telephone numbers that are listed in the *Company's Listing Information System* for main station lines will be provided Automatic Number Referral (if desired) at no charge if disconnected or changed. For numbers that are not listed, charges from A112.20.13 apply per telephone number referred. (T)

## A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A112.20 MultiServ Service (Cont'd)

#### A112.20.8 Common Rates and Charges (Cont'd)

**D. Training Charges<sup>1</sup>**

	<b>Nonrecurring Charge</b>	<b>USOC</b>
1. Self-paced Training		
(a) Basic, per system	\$120.00	MICSA
(b) ISDN, per system	120.00	MICDA
2. System Manager Training (2-8 System Managers)		
(a) Basic, per session	560.00	MICCB
(b) Enhanced, per session	810.00	MICCC
(c) Subsequent Basic and/or Enhanced Training, per hour	120.00	MICCD
3. End User Training (Maximum 20 Students) <sup>2,3</sup>		
(a) Per class, per hour	120.00	MICNE
4. ACD Training - System Managers and Supervisors <sup>2,3</sup>		
(a) Initial Training, per hour	120.00	MICAF
(b) Managerial Reports Training, per hour	120.00	MICAG
(c) Optional Agent Training (maximum 20 attendees per class), per hour	120.00	MICAH
5. Attendant Training <sup>2,3,4</sup>		
(a) Per console type, per hour	120.00	MICTJ
6. Customized Training <sup>5</sup>		
(a) Administrative charge, per hour	120.00	MICUK

**E. Installation Charges**

1. These charges apply as specified, when a rate element is added or changed. These charges apply in addition to other applicable nonrecurring charges.
2. One or more rate elements may be provided at the same time and in such instances the specified installation charge will apply for each rate element provided.

**F. Additional Listings apply as specified in Section A6.**

**G. Service Charges apply as specified in Section A4 to service establishment, moves and changes of MultiServ service.**

(T)

**Note 1:** Rates in this sub-section apply to charges for training provided by employees of the Company. Certain Company agents, not employees of the Company, may provide end user training under separate charges.

**Note 2:** This hourly rate is valid for training performed Monday through Friday, excluding legal holidays and must be performed during the business hours of 8 a.m. to 5 p.m.

**Note 3:** Training will be performed at the hourly rate for administrative charges outside normal business hours.

**Note 4:** Training addresses features associated with non-data link consoles for all central office types and Electronic Business Sets provisioned as a mini-console for subscribers served by a DMS-100 central office. In the latter case, EBS link(s), feature group(s) and feature charges apply as requested.

**Note 5:** Includes training provided by the Company, not provided by the CPE vendor, 36 hours/7 day per week training schedules, system training on ACD-MIS or Remote Load Management or special assemblies.

## A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A112.20 MultiServ Service (Cont'd)

#### A112.20.15 Customer Control (Cont'd)

##### B. Terms and Conditions (Cont'd)

18. The subscriber will be required to authenticate with a Security Card before network access is permitted. The network access security system validates the user, and establishes the call across the network to the host computer. Once the subscriber has purchased the Security Card, the Company will provide the subscriber with a login and password in order to maintain secure access and an audit trail. Rates for the Security Card are outlined in E.
19. The subscriber must provide the Company with a central point of contact for inquiries and/or trouble reports involving station features.
20. The Customer Control subscriber is responsible for initiating a Service Order to correct any information pertaining to the Company's *Listing Information System* that changed as a result of a Customer Control TN Swap. The appropriate Service Charges specified in Section A4 apply. (T)

##### C. Moves of Service

1. When a subscriber elects to move service from one serving central office to a different switch type serving central office, an additional Database charge as outlined in E will apply.
2. Moves of Service terms and conditions as outlined in A112.20.7.B are applicable.

##### D. Application of Rates

1. Customer Control is available on a per line basis to customers who subscribe to MultiServ service or MultiServ PLUS service. All MultiServ service features which are controllable will be subject to the rates outlined in E.
2. The appropriate Service Charge(s) specified in Section A4 applies to the subsequent establishment of Customer Control.
3. If Customer Control is ordered at the same time as MultiServ service or MultiServ PLUS service, only one Service Charge is applicable.
4. Changing the status of a station line from accessible to Customer Control to inaccessible or vice versa, must be done by the Company via a Service Order request. Appropriate Service Charges specified in Section A4 apply.
5. The Service Establishment, Initial Setup - Per System charge for Customer Control - Basic is for the initial establishment of the Customer Control feature.  
This charge includes the initial Processor Connection charge, the initial User Identification Codes (Per User Login) charge, the initial Database Establishment (Per System) charge and training for up to two System Managers.  
ECAS/DECAS subscribers who convert, during their contract period, from the grandfathered ESSX service or Digital ESSX service to MultiServ service or MultiServ PLUS service will have the Customer Control Service Establishment, Per System Installation Charges waived. Service Charges from Section A4 will not apply.
6. A Customer Control - Per Line charge is applicable for each link type main station line that is equipped with Customer Control.
7. Subscribers who order an initial set of Customer Control - Per Line as outlined in E.2 will be required to order Customer Control at the same time MultiServ service or MultiServ PLUS service is initially ordered. The monthly rate for Customer Control - Per Line will be billed in lieu of the monthly rate for a MultiServ service Feature Group.
8. Subscribers who order Customer Control - Per Line as outlined in E.3 will be required to order Customer Control after MultiServ service or MultiServ PLUS service is established. The monthly rate for Customer Control - Per Line will replace the monthly rate for a MultiServ service Feature Group.
9. A Processor connection charge is applicable for each additional simultaneous dial access capability desired by the subscriber.

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## **A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

### **A112.21 MultiServ PLUS Service (Cont'd)**

#### **A112.21.2 Terms and Conditions (Cont'd)**

- B.** Rates and charges from A112.20 apply for the following: (Cont'd)
  - 3. Tandem Switching Features (TSF)
  - 4. Systems Communication Service (SCS)
  - 5. Optional Service Features
  - 6. Electronic Business Set Service (EBS)
  - 7. Multi-Account Service (MAS)
  - 8. Customer Control
- C.** Rates and Charges herein apply for the following:
  - 1. Service Establishment
  - 2. Cancellation Charge
  - 3. Main Station Links

#### **A112.21.3 Unconditional Satisfaction Guarantee**

- A.** The following charges will also be refunded to a MultiServ PLUS service subscriber:
  - 1. Network Access Register recurring charges
  - 2. Grouping recurring charges(Further explanation regarding Unconditional Satisfaction Guarantee is available in A112.20.3)

#### **A112.21.4 Intercept of Calls**

- A.** Automatic Number Referral

Telephone numbers that are listed for main station lines will be provided Automatic Number Referral (if desired) at no charge if disconnected or changed. For numbers that are not listed, charges from A112.20.13 apply per number referred. (T)

(Further explanation regarding Intercept of Calls is available in A112.20.4)

#### **A112.21.5 Conversions**

- A.** ESSX service and MultiServ service may be converted to MultiServ PLUS service as follows.
  - 1. Nonrecurring charges from this sub-section will not apply.
  - 2. Termination liability or cancellation charges for original service do not apply.
  - 3. Service Charges from Section A4 will not apply.
  - 4. Changes, additions and rearrangements:
    - a. Nonrecurring Charges from this section will apply.
    - b. Service Charges from Section A4 will apply.
- B.** Subscribers to analog Feature Groups must convert according to A112.20.5.

(Further explanation regarding Conversions is available in A112.20.5)

## A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A112.21 MultiServ PLUS Service (Cont'd)

#### A112.21.6 Payment Schedules

Information shown in A112.20.6 is applicable for MultiServ PLUS service.

#### A112.21.7 Cancellation Charges and Moves of Service

Information shown in A112.20.7 is applicable for MultiServ PLUS service.

#### A112.21.8 Common Rates and Charges

	Nonrecurring Charge	USOC
<b>A. Service Establishment Charges</b>		
1. The following charges for service are in addition to any applicable service connection, move, change and installation charges provided for in other sections of this Guidebook:		
a. Service Establishment Charges		
(1) Basic Service Establishment Charge		
(a) Standard common equipment, each	\$ 350.00	MIACS
(b) Common equipment customized by the Company at the subscriber's request, each <sup>1</sup>	400.00	MIACC
<b>B. Cancellation Charges</b>		
1. The following charges are incurred when a total disconnect of a MultiServ PLUS service system occurs when provided; 1) under a Rate Stability Plan prior to expiration of that Rate Stability Plan or 2) under month-to-month rates when a subscriber disconnects their service during the first twelve months of service.		
a. Cancellation Charge		
(1) Per system		
(a) Disconnect in months 1-36	10,000.00	MIBPS
(b) Disconnect in months 37 and thereafter	7,500.00	MIBPT
<b>C. Listings</b>		
A standard Listing will be provided for a main station line (not to exceed the number of NARs) at no charge. For Additional Listings, Designer Listings etc., see Section A6.		
<b>D. Training Charges - See A112.20.8.D.</b>		
<b>E. Installation Charges - See A112.20.8.E.</b>		
<b>F. Additional Listings - See A112.20.8.F.</b>		
<b>G. Service Charges - See A112.20.8.G.</b>		
<b>H. Bridged Links - See A112.20.8.H.</b>		
<b>I. Interoffice Channels - See A112.20.8.I.</b>		
<b>J. Miscellaneous Terminations (Dial or Touch-Tone Operation)</b>		
These charges apply in addition to the rates and charges for the associated facilities in other sections of this Guidebook and other Company Service Publications.		
1. Dedicated Private Facility Access		
a. Trunk Side Termination		
(1) See A112.20.8.J.1.a.(1)		

**Note 1:** A subscriber requested change from standard common equipment to customized common equipment will incur the difference between the two charges.

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## A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A112.26 ESSX Service - Vintage II (Cont'd)

#### A112.26.2 Terms and Conditions (Cont'd)

- H. Where the lines are arranged to switch calls through the ESSX service system to or from one or more tie lines or private lines, charges for Dial Cut-through Arrangement as specified in this Guidebook shall apply per tie line so equipped. The charge is in addition to the regular charges for the facilities connecting the systems.
- I. The first system established per customer within a Local Calling Area must consist of a minimum of one (1) Main Station Line. Systems installed or ordered prior to March 13, 1992 are not subject to this requirement. Small systems installed or ordered prior to March 13, 1992 may have less than 25 main station lines.
- J. A mixture of Flat Rate and Measured Rate Service will not be allowed within a single customer system or in an ESSX service /Subsidiary System Arrangement situation.
- K. Suspension Of Service  
With the exception of Network Access Registers, neither partial nor complete temporary suspension of ESSX service is permitted.
- L. Zone Charges do not apply to ESSX service.
- M. A twelve month minimum service period shall be required if the subscriber's system is an ESSX service-600 or ESSX service-XL. The normal minimum service period as specified in Section A2 will be applicable to a system consisting of 200 or less main station lines.
- N. Touch-Tone service will be furnished subject to the terms and conditions specified in Section A13. Rates and charges for Touch-Tone service do not apply to ESSX service.
- O. Listings will be provided subject to the terms, conditions and rates in Section A6. (T)
- P. The number of simultaneous exchange and toll network calls to and from main station lines and attendant positions of a subscribers' system, is limited by the number of network access registers subscribed to by the customer. Each network access register may be arranged for Two-way, One-way incoming or One-way outgoing operation depending upon the option of the customer at the time the network access register is installed. When a change in the operation of a NAR is requested by the customer, the Secondary Service Charge as specified in Section A4 is applicable. The Line Connection and Line Change Charges in Section A4 are applicable to ESSX service main station lines for subscribers whose service is provided at rates specified in A112.26.
- Q. Where appropriate, the ESSX service installation charges are in addition to Service Charges and installation charges covered in this and other Company service publications.
- R. ESSX service installation charges due on an initial installation or subsequent addition may be paid in full at the time of installation or deferred over a predetermined period of time in accordance with existing *Guidebook* and/or administration provisions.
- S. ESSX service main station lines may be restricted from dialing three-digit central office and service codes by applying Code Restriction to the line. The three-digit codes which may be restricted constitute those codes to which Public Announcement, Directory Assistance or Local Dial-It Services (e.g. 900 and 976 calls) are assigned which could generate billing to the originating main station line. Code Restriction arrangements may also be used to prohibit toll calls to a carrier other than the Presubscribed Interexchange Carrier (dialed 10XXX). InterLATA calls dialed 0- (operator handled) cannot be restricted at this time. The term "Public Announcement Services" as used herein are those services which, in the judgment of the Company, furnish advertised recorded announcement messages to the general public (e.g., time, weather, sport scores and stock market reports). The Public Announcement Service central office codes will be determined by the Company and will be commonly denied access in the central office serving the subscriber systems subscribing to this service arrangement.
  1. At the time a code restriction arrangement is installed, the subscriber's system will be arranged for the code restriction specified by the customer and the main station lines designated by the customer will be so equipped. When the customer requests the subsequent addition of code restriction on a main station line, the Secondary Service Charge as specified in Section A4 applies. No such charge applies when the code restriction arrangement is disconnected.
  2. Where code restriction applies to a particular central office code, direct outward dialed main station line access is denied to telephone numbers associated with that central office code.
  3. Code Restriction Arrangements to deny access to Directory Assistance and/or Public Announcement Services are not assured. These features are intended to limit main station line direct dialed outgoing calls, but such calls may, in certain circumstances, be completed and will be billed in the normal manner.



**A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

**A112.26 ESSX Service - Vintage II (Cont'd)**

**A112.26.7 Common Service Items (Cont'd)**

**B. Systems**

1. Rates and Charges

a. Common Equipment

	Installation Charge	1 Month	Term Payment Plan Monthly Rate			USOC
			36 Months	60 Months	84 Months	
(1) ESSX service -VS System						
(a) Each	\$630.00	-	-	-	-	ESS
(2) ESSX service -200 System						
(a) Each	630.00	-	-	-	-	ESS
(3) ESSX service -600 System						
(a) Each	630.00	-	-	-	-	ESS
(4) ESSX service -XL System						
(a) Each	630.00	-	-	-	-	ESS

**C. Exchange Access**

1. Rates and Charges

	Monthly Rate	USOC
a. Network Access Limiter		
(1) Flat Rate or Measured Rate		
(a) Per Network Access Register Group	\$0.05	LNG
b. Network Access Registers		
(1) Rates and Charges are specified in Section A3.		
(a) Network Access Register Usage Package rates are applicable.		NA

**D. Additional Listings**

1. Rates and Charges

(a) Apply same rates, charges and USOC's as specified in Section A6. for Business Additional Listings.	-	NA	(T)
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**E. ESSX service Extension Station Line Charge**

1. Rates and Charges

	Installation Charge	1 Month	Term Payment Plan Monthly Rate			USOC
			36 Months	60 Months	84 Months	
a. Located on different premises from main station line on non-continuous property						
(1) Apply appropriate channel charges specified in Section A13.						
(a) Each	-	-	-	-	-	EC8
b. Located on different premises from main station line on same continuous property						
(1) Apply rates and charges for extension line mileage specified in Section A13.						
(a) Each	-	-	-	-	-	EX5

**Note 1:** ESSX service exchange circuit rates and charges also apply within the FCO/FX serving area.

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## **A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

### **A112.26 ESSX Service - Vintage II (Cont'd)**

#### **A112.26.13 Customer Management Features (Cont'd)**

**A.** ESSX Customer Administration Service (Cont'd)

**2. Terms and Conditions** (Cont'd)

- o. ECAS customers will be responsible for initiating a Service Order to correct any information pertaining to Listings that changed as a result of an ECAS TN swap. Service Charges in Section A4 apply. (T)
- p. The number of TN swap that can be requested as priority changes will be determined by the Company when ECAS is ordered.
- q. When required by the Company to use a Security Card, the ECAS subscriber will be required to authenticate with the card before network access is permitted. The network access security system validates the user, and establishes the call across the network to the ECAS host computer. In conjunction with the Security Card, the Company will provide a login and password in order to maintain secure access and an audit trail. Rates for the Security Card are outlined in A112.26.13.A.4.b.3.

## A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A112.28 Digital ESSX Service - Vintage II (Cont'd)

#### A112.28.2 Terms and Conditions (Cont'd)

- H. The first system established per customer within a Local Calling Area must consist of a minimum of one (1) Main Station Line. Systems installed or ordered prior to March 13, 1992 are not subject to this *provision*. Small systems installed or ordered prior to March 13, 1992 may have less than 25 main station lines.
- I. A mixture of Flat Rate and Measured Rate Service will not be allowed within a single customer system or in a Digital ESSX service /Subsidiary System Arrangement situation.
- J. Suspension of Service  
With the exception of Network Access Registers, neither partial nor complete temporary suspension of Digital ESSX service is permitted.
- K. A twelve month minimum service period shall be required if the subscriber's system is a Digital ESSX service -600 or Digital ESSX service -XL. The normal minimum service period as specified in Section A2 will be applicable to Digital ESSX service-VS or 200 systems.
- L. Touch-Tone service will be furnished subject to the regulations specified in Section A13. The rates and charges for Digital ESSX service include the provision of Touch-Tone services. Rates and charges as specified in Section A13 do not apply for the provision of Touch-Tone service to Digital ESSX service.
- M. Listings will be furnished subject to the rates, terms and conditions specified in Section A6. (T)
- N. The number of simultaneous exchange and toll network calls to and from main station lines and attendant positions of a subscriber's Digital system is limited by the number of network access registers subscribed to by the customer. Each Network Access Register may be arranged for two-way, one way incoming or one-way outgoing operation depending upon the option of the customer at the time the Network Access Register is installed. When a change in the operation of a NAR is requested by the customer, the Secondary Service Charge as specified in Section A4 is applicable.
- O. For application to Digital ESSX service, the Line Connection Charge and Line Change Charge in Section A4 are applicable to Main Station Lines.
- P. Where appropriate, the Digital ESSX service installation charges are in addition to regular Premises Work Charges, Service Connection Charges, move, change and installation charges covered in this and other Company service publications.
- Q. Digital ESSX service installation charges due on an initial installation or subsequent addition may be paid in full at the time of installation or deferred over a predetermined period of time in accord with existing guidebook and administration provisions.
- R. Zone Charges do not apply to Digital ESSX service.
- S. Digital ESSX service main station lines may be restricted from dialing three-digit central office and service codes by applying Code Restriction to the line. The three-digit codes which may be restricted constitute those codes to which Public Announcement, Directory Assistance or Dial-It Services (e.g. 900 and 976 calls) are assigned which could generate billing to the originating main station line. Code Restriction arrangements may also be used to prohibit toll calls to a carrier other than the Presubscribed Interexchange Carrier (dialed 10XXX). Inter-LATA calls dialed 0- (operator handled) calls cannot be restricted. The term "Public Announcement Services" as used herein are those services which, in the judgment of the Company, furnish advertised recorded announcement messages to the general public (e.g., time, weather, sport scores and stock market reports). The Public Announcement Service central office codes will be determined by the Company and will be commonly denied access in the central office serving the Digital ESSX service systems subscribing to this service arrangement.
  1. At the time a code restriction arrangement is installed, the subscriber's Digital ESSX service system will be arranged for the code restriction specified by the customer and the main station lines designated by the customer will be so equipped. When the customer requests the subsequent addition of code restriction on a main station line, the Secondary Service Charge in Section A4 applies. No such charge applies when the code restriction arrangement is disconnected.
  2. Where code restriction applies to a particular central office code, direct outward dialed main station line access is denied to telephone numbers associated with that central office code.
  3. Code Restriction Arrangements to deny access to Directory Assistance and/or Public Announcement Services are not assured. These features are intended to limit main station line direct dialed outgoing calls, but such calls may, in certain circumstances, be completed and will be charged for in the normal manner.

**A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE  
NON-TRANSPORT SERVICE OFFERINGS**

**A112.28 Digital ESSX Service - Vintage II (Cont'd)**

**A112.28.7 Common Service Items (Cont'd)**

**B. Rates and Charges (Cont'd)**

	<b>Monthly Rate</b>	<b>USOC</b>	
3. Additional Listings			(T)
a. Listings			
(1) Apply same rates, charges and, USOC's as specified in Section A6.			
(a) Charge	\$-	NA	
4. Premises Work Charges and Service Charges			
a. Service establishment, move and change of Digital ESSX service.			
(1) Rates apply as specified in Section A4.			
(a) Charge	-	NA	
5. Main Station Line Terminated as a Trunk			
a. Main Station Line terminated as a trunk			
(1) Main Station Line charges apply in addition.			
(a) Each	\$22.60	RXRTX	
6. Digital ESSX service Extension Station Line Charges			

	<b>Installation Charge</b>	<b>1 Month</b>	<b>Term Payment Plan Monthly Rate</b>			<b>USOC</b>
			<b>36 Months</b>	<b>60 Months</b>	<b>84 Months</b>	
(a) Located on different premises from main station line on noncontinuous property, each <sup>1</sup>	-	-	-	-	-	EC8
(b) Located on different premises from main station line on same continuous property, each <sup>1</sup>	-	-	-	-	-	EX5
(c) Located on different premises, same exchange served by a foreign central office <sup>2,3</sup>	-	-	-	-	-	EKA+X

**Note 1:** Apply appropriate channel charges specified in Section A13.

**Note 2:** Exchange Circuit rates and charges also apply within the FCO/FX serving area.

**Note 3:** Apply appropriate channel charges specified in Section A9.

**A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

**A112.28 Digital ESSX Service - Vintage II (Cont'd)**

(T)

**A112.28.13 Customer Management Features (Cont'd)**

A. Digital ESSX Customer Administration Service (Cont'd)

(T)

2. *Terms and Conditions* (Cont'd)

(T)

k. DECAS changeable features added by the Company at the customer's request will be subject to the appropriate Service Charges in Section A4 and the per line charges specified in 3.b.

(T)

l. Any required changes in customer provided equipment as a result of growth, desired enhancements or technological advancement, will be the responsibility of the DECAS customer. Compatibility with customer provided station terminal equipment is not guaranteed.

m. The DECAS customer is responsible for assigning and maintaining a record of station feature assignments. The DECAS customer also agrees to provide the Company with a central point of contact for inquiries and/or trouble reports involving station features.

n. DECAS customers will be responsible for initiating a Service Order to correct any information pertaining to Listings that changed as a result of a DECAS TN swap. Appropriate Service Charges in Section A4 apply.

(T)

o. The number of TN swaps that can be requested as priority changes will be determined by the Company when DECAS is ordered.

p. When required by the Company to use a Security Card, the DECAS subscriber will be required to authenticate with the card before network access is permitted. The network access security system validates the user, and establishes the call across the network to the DECAS host computer. In conjunction with the Security Card, the Company will provide a login and password in order to maintain secure access and an audit trail. Rates for the Security Card are outlined in A112.28.13.A.3.d.(4).

3. Rates And Charges

Digital ESSX service-XL customers will have the option of paying for DECAS on either a per system or a per line basis. Customers choosing to pay on a per system basis will be subject to the rates specified in a.(3). Customers choosing to pay on a per line basis will be subject to the rates specified in a.(4). The installation charge will be reapplied if a Digital ESSX service-XL customer changes their DECAS billing arrangement subsequent to the installation of the DECAS feature.

DECAS Capability

a. New/Existing Digital ESSX service

(T)

	Installation Charge	Term Payment Plan Monthly Rate				USOC
		1 Month	36 Months	60 Months	84 Months	
(1) Digital ESSX service-VS and 200						
(a) Per system	\$1,050.00	-	-	-	-	CHG
(b) Per line	-	\$ .30	\$ .30	\$ .30	\$ .30	DWD
(c) Listing print capability, per system	-	5.50	5.25	5.00	4.75	D2W
(2) Digital ESSX service-600						
(a) Per system	1,100.00	-	-	-	-	CHG
(b) Per line	-	.20	.20	.20	.20	DWD
(c) Listing print capability, per system	-	8.00	7.75	7.50	7.25	D2W

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## **A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

### **A112.32 ESSX Service - Vintage I (Cont'd)**

#### **A112.32.2 Terms and Conditions (Cont'd)**

- D.** All console functions by the attendants at the subscriber's premises are performed at the expense of the subscriber and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.
- E.** All ESSX main station lines must be associated with the main switching equipment. Satellite switching equipment is not offered with ESSX service.
- F.** Tie lines for direct connections between a basic ESSX system and other systems are provided primarily for communication between stations of the two systems. In such cases, tie line mileage and miscellaneous line termination charges apply. In addition, these tie line connections may be arranged to provide completion of incoming or outgoing local and long distance calls through the ESSX system to or from another system (ESSX or non-ESSX) provided such connections to the exchange or long distance network are only made at one system at a time.
- G.** Where completion of incoming and outgoing local and long distance calls through an ESSX system is furnished to or from main station lines of a separate ESSX system in another exchange or a non-ESSX system in the same or different exchange, the charges applicable for the following features apply in addition to the regular charges for the facilities connecting the systems except for Subsidiary System Arrangements furnished under the terms and conditions specified in this Guidebook.
  - 1. Rates and Charges specified in the Private Line Guidebook apply to miscellaneous lines furnished with unique access codes (trunk level access) except for tie lines furnished in connection with Subsidiary System Arrangements as specified in this Guidebook.
  - 2. ESSX service optional feature charges as outlined in this Guidebook apply for each trunk terminated main station line as offered in this Guidebook as appropriate.
- H.** Where the lines are arranged to switch calls through the ESSX service system to or from one or more tie lines or private lines, charges for Dial Cut-through Arrangement as specified in this Guidebook shall apply per tie line so equipped. The charge is in addition to the regular charges for the facilities connecting the systems.
- I.** The first system established per customer within a Local Calling Area must consist of a minimum of one (1) Main Station Line. All additional systems must be established with a minimum of one (1) Main Station Line.
- J.** A mixture of Flat Rate and Measured Rate Service will not be allowed within a single customer system or in an ESSX service/Subsidiary System Arrangement situation.
- K.** Suspension Of Service  
With the exception of Network Access Registers, neither partial nor complete temporary suspension of ESSX Service is permitted.
- L.** Zone Charges do not apply to ESSX service.
- M.** A twelve-month minimum service period shall be required if the subscriber's system is an ESSX-600 or ESSX-XL. The normal minimum service period as specified in Section A2 will be applicable to a system consisting of 200 or less main station lines.
- N.** Touch-Tone service will be furnished subject to the terms and conditions specified in Section A13. Rates and charges for Touch-Tone service do not apply to ESSX service.
- O.** Listings will be provided subject to the terms, conditions and rates in Section A6.
- P.** The number of simultaneous exchange and toll network calls to and from main station lines and attendant positions of an ESSX service system is limited by the number of network access registers subscribed to by the customer. Each network access register may be arranged for Two-way, One-way incoming or One-way outgoing operation depending upon the option of the customer at the time the network access register is installed. When a change in the type of operation is requested by the customer, the appropriate Service Charges as specified in Section A4 apply per occasion. The Central Office Line Charge (COLC) in Section A4 is applicable to ESSX service Network Access Registers.
- Q.** Except where A112.32.6. is applicable, the ESSX service installation charges are in addition to regular Premises Work Charges, Service Connection Charges, move, change and installation charges covered in this and other Company service publications.
- R.** ESSX service installation charges due on an initial installation or subsequent addition may be paid in full at the time of installation or deferred over a predetermined period of time in accordance with existing guidebook and/or administration provisions.

(T)

**A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

**A112.32 ESSX Service - Vintage I (Cont'd)**

**A112.32.7 Common Service Items (Cont'd)**

**C. Exchange Access**

**1. Rates And Charges**

**a. Network Access Limiter**

(1) Flat Rate or Measured Rate

(a) Per Network Access Register

Monthly Rate	USOC
\$1.05	LNG

**b. Network Access Registers**

(1) Rates And Charges are specified in Section A3

(a) Network Access Register Usage Package rates are applicable.

-	NA
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**D. Additional Listings**

**1. Rates and Charges**

(a) Apply same rates, charges and USOC's as specified for Business Additional Listings.

-	NA (T)
---	--------

**E. ESSX Extension Station Line Charge**

**1. Rates and Charges**

**a. Located on same premises as main station line**

(1) Apply Service Charges in Section A4.

(a) Each

-	EX3
---	-----

**b. Located on different premises from main station line on non-continuous property**

(1) Apply appropriate channel charges specified in Section A13.

(a) Each

-	EC8
---	-----

**c. Located on different premises from main station line on same continuous property**

(1) Apply appropriate channel charges for extension line mileage specified in Section A13.

(a) Each

-	EX5
---	-----

**d. Located on different premises, same exchange served by a foreign central office<sup>1</sup>**

(1) Apply appropriate channel charges specified in Section A9.

(a) Each

-	EKA+X
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**e. Located in foreign exchange where rate center is located in same building as serving central office<sup>1</sup>**

(1) Apply appropriate channel charges specified in Section A9.

(a) Each

-	EKB+X
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**f. Located in foreign exchange where rate center is not located in same building as serving central office<sup>1</sup>**

(1) Apply appropriate channel charges specified in Section A9.

(a) Each

-	EKD+X
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**Note 1:** Exchange circuit rates and charges also apply within the FCO/FX serving area.

**A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

**A112.32 ESSX Service - Vintage I (Cont'd)**

**A112.32.13 Customer Management Features (Cont'd)**

**A. ESSX Customer Administration Service (Cont'd)**

**2. Terms and Conditions (Cont'd)**

- i. If the Company is requested to load ECAS changeable features for new ESSX/ECAS customers, Installation Charge specified in A112.26.13.A.3.b.(4) applies per ECAS feature added.
- j. The following types of lines will be restricted from Station TN Rearrangement capability. Service option and feature change capabilities will still be available except on lines assigned to multiline hunt groups.
  - Station lines assigned to multiline hunt groups
  - Attendant Lines
  - Any ESSX line which has a special hardware configuration (e.g., ground start lines and lines having SCAN points or signal distribution points)
  - Manual lines (e.g., station lines with full originating and/or terminating restrictions)
- k. ECAS functions performed by the Company at the customer's request subsequent to the initial installation will be subject to the nonrecurring, charges specified in A112.26.12.
- l. The Per System charges specified in A112.26.13.A.4 apply when a feature is initially activated in a Common Block.
- m. Any required changes in customer provided equipment as a result of growth, desired enhancements or technological advancement, will be the responsibility of the ECAS customer. Compatibility with customer provided station terminal equipment is not guaranteed.
- n. The ECAS customer is responsible for assigning and maintaining a record of station feature assignments. The ECAS customer also agrees to provide the Company with a central point of contact for inquiries and/or trouble reports involving station features.
- o. ECAS customers will be responsible for initiating a Service Order to correct any information pertaining to Listings that changed as a result of a ECAS TN swap. The appropriate Service Order charges specified in Section A4 apply. (T)
- p. ECAS customers will be limited to one (1) TN swap per day as a priority request. The number of feature changes that can be requested as priority changes will be determined by the Company when DECAS is ordered.
- q. When required by the Company to use a Security Card, the ECAS subscriber will be required to authenticate with the card before network access is permitted. The network access security system validates the user, and establishes the call across the network to the ECAS host computer. In conjunction with the Security Card, the Company will provide a login and password in order to maintain secure access and an audit trail. Rates for the Security Card are outlined in A112.32.13.A.4.b.(2).

**3. ECAS Capability - Rates and Charges**

ESSX-XL customers will have the option of paying for ECAS on either a per system or a per line basis. Customers choosing to pay on a per system basis will be subject to the rates specified in A112.32.13.A.3.a.(3). Customers choosing to pay on a per line basis will be subject to the rates specified in A112.32.13.A.3.a.(4). The installation charge will be reapplied if an ESSX-XL customer changes their ECAS billing arrangement subsequent to the installation of the ECAS feature.

**a. New/Existing Service**

- (1) ESSX-200

		<b>Variable Term Options</b>			
		<b>Monthly Rate</b>			
		<b>36</b>	<b>60</b>	<b>84</b>	
		<b>Months</b>	<b>Months</b>	<b>Months</b>	
(a)	Per system	\$-	\$-	\$-	<b>USOC</b>
(b)	Per line	.30	.30	.30	<b>CHG</b>
(c)	Listing print capability, per system	5.25	5.00	4.75	<b>DWD</b> <b>D2W</b>



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## **A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

### **A112.34 Digital ESSX Service - Vintage I (Cont'd)**

#### **A112.34.2 Terms and Conditions**

- A.** Digital ESSX service is furnished subject to the availability of facilities and features from Digital Central Office equipment located in a central office building owned or leased by the Company. The service allows for normal station activity including incidental additions and deletions. Major additions to and/or major relocations of Digital ESSX systems are subject to the same terms and conditions as initial installations.
- B.** Certain Services are available on an individual main station line basis and are subject to the capabilities of the serving central office.
- C.** Optional Service Features include Attendant Features. These Features may require customer provided compatible terminal equipment.
- D.** All console functions by the attendants at the subscriber's premises are performed at the expense of the subscriber and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.
- E.** All Digital ESSX main station lines must be associated with the main switching equipment. Satellite switching equipment is not offered with Digital ESSX service.
- F.** Tie lines for direct connections between a basic Digital ESSX system and other systems are provided primarily for communication between stations of the two systems. In such cases, tie line mileage as specified in Section A13 and miscellaneous line termination charges apply. In addition, these tie line connections may be arranged to provide completion of incoming or outgoing local and long distance calls through the Digital ESSX system to or from other systems (Digital ESSX or non Digital ESSX) provided such connections to the exchange or long distance network are only made at one system at a time.
- G.** Where completion of incoming and outgoing local and long distance calls through a Digital ESSX system is furnished to or from main station lines of a separate Digital ESSX system in another exchange or a non Digital ESSX system in the same or different exchange, the charges applicable for the following features apply in addition to the regular charges for the facilities connecting the systems except for Subsidiary System Arrangements furnished under the terms and conditions specified in this Guidebook.
  - 1. Rates and charges as specified in the Private Line Guidebook apply to miscellaneous lines furnished with unique access codes (trunk level access) except for tie lines furnished in connection with Subsidiary System Arrangements as specified in this Guidebook.
  - 2. Digital ESSX service optional feature charges apply for each trunk terminated main station line as appropriate.
- H.** The first system established per customer within a Local Calling Area must consist of a minimum of one (1) Main Station Line. All additional systems must be established with a minimum of one (1) Main Station Line.
- I.** A mixture of Flat Rate and Measured Rate Service will not be allowed within a single customer system or in a Digital ESSX service/Subsidiary System Arrangement situation.
- J.** Suspension of Service  
With the exception of Network Access Registers, neither partial nor complete temporary suspension of Digital ESSX service is permitted.
- K.** A twelve month minimum service period shall be required if the subscriber's system is a Digital ESSX-600 or ESSX-XL. The normal minimum service period as specified in Section A2 will be applicable to Digital ESSX-200 systems.
- L.** Touch-Tone service will be furnished subject to the terms and conditions specified in Section A13. Touch-Tone rates and charges will not apply to Digital ESSX service.
- M.** Listings will be furnished subject to the rates, terms and conditions specified in Section A6.
- N.** The number of simultaneous exchange and toll network calls to and from main station lines and attendant positions of a Digital ESSX service system is limited by the number of network access registers subscribed to by the customer. Each network access register may be arranged for two-way, one way incoming or one-way outgoing operation depending upon the option of the customer at the time the network access register is installed. When a change in the type of operation is requested by the customer, the appropriate Service Charges as specified in Section A4 apply per occasion.
- O.** For application to Digital ESSX service, the Service Charges in Section A4 apply to NARs only.

**A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

**A112.34 Digital ESSX Service - Vintage I (Cont'd)**

**A112.34.7 Common Service Items (Cont'd)**

**B. Rates and Charges**

		Variable Term Options			
		Monthly Rate			
		36	60	84	
		Months	Months	Months	USOC
1.	Common Equipment				
	(a) Digital ESSX-200 system, each	\$1.05	\$1.00	\$.95	ESS
	(b) Digital ESSX-600 system, each	1.05	1.00	.95	ESS
	(c) Digital ESSX-XL system, each	1.05	1.00	.95	ESS
2.	Digital ESSX Exchange Access Charge				
	(a) Network Access Limiter, Flat Rate or Measured Rate, per Network Access Register	-	-	-	LNG
	(b) Network Access Registers (Apply appropriate rates and charges as specified in Section A3. for Network Access Register Usage Packages.)	-	-	-	NA
	(c) Facility Group (FG), Network Access, each FG	.60	.60	.55	F5Z
				<b>Monthly Rate</b>	<b>USOC</b>
3.	Additional Listings				
	(a) Listings (Apply same rates, charges, and USOC's as specified in Section A6.)			-	NA
4.	Premises Work Charges and Service Charges				
	(a) Service establishment, move and change of Digital ESSX Service. (Rates apply as specified in Section A4.)			-	NA
5.	Main Station Line Terminated as a Trunk				
	(a) Main Station Line terminated as a trunk; <sup>1</sup> each			\$25.00	RXRTX
	<b>Note 1:</b> Main Station Line Charges apply in addition.				

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## A112. OBSOLETE SERVICE OFFERINGS - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A112.34 Digital ESSX Service - Vintage I (Cont'd)

#### A112.34.13 Customer Management Features (Cont'd)

A. Digital ESSX Customer Administration Service (Cont'd)

2. **Terms and Conditions** (Cont'd)

- k. DECAS changeable features added by the Company at the customer's request will be subject to the appropriate Service Order charges specified in Section A4 and the per line charges specified in A112.34.13.A.3.
- l. Any required changes in customer provided equipment as a result of growth, desired enhancements or technological advancement, will be the responsibility of the DECAS customer. Compatibility with customer provided station terminal equipment is not guaranteed.
- m. The DECAS customer is responsible for assigning and maintaining a record of station feature assignments. The DECAS customer also agrees to provide the Company with a central point of contact for inquiries and/or trouble reports involving station features.
- n. DECAS customers will be responsible for initiating a Service Order to correct any information pertaining to Listings that changed as a result of a DECAS TN swap. The appropriate Service Order Charges specified in Section A4 apply.
- o. DECAS customers will be limited to one (1) TN swap per day as a priority request. The numbers of feature changes that can be requested as priority changes will be determined by the Company when DECAS is ordered.
- p. When required by the Company to use a Security Card, the DECAS subscriber will be required to authenticate with the card before network access is permitted. The network access security system validates the user, and establishes the call across the network to the DECAS host computer. In conjunction with the Security Card, the Company will provide a login and password in order to maintain secure access and an audit trail. Rates for the Security Card are outlined in A112.34.13.A.3.b.(17).

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3. Rates And Charges

Digital ESSX-XL customers will have the option of paying for DECAS on either a per system or a per line basis. Customers choosing to pay on a per system basis will be subject to the rates specified in A112.34.13.A.3.a.(3). Customers choosing to pay on a per line basis will be subject to the rates specified in A112.34.13.A.3.a.(4). The installation charge will be reapplied if a Digital ESSX-XL customer changes their DECAS billing arrangement subsequent to the installation of the DECAS feature.

DECAS Capability

a. New/Existing Digital ESSX Service

	<b>Variable Term Options</b>			<b>USOC</b>
	<b>Monthly Rate</b>			
	<b>36</b>	<b>60</b>	<b>84</b>	
	<b>Months</b>	<b>Months</b>	<b>Months</b>	
(1) Digital ESSX-200				
(a) Per system	-	-	-	<b>CHG</b>
(b) Per line	\$ .30	\$ .30	\$ .30	<b>DWD</b>
(c) Listing print capability, per system	5.25	5.00	4.75	<b>D2W</b>
(2) Digital ESSX-600				
(a) Per system	-	-	-	<b>CHG</b>
(b) Per line	.20	.20	.20	<b>DWD</b>
(c) Listing print capability, per system	7.75	7.50	7.25	<b>D2W</b>
(3) Digital ESSX-XL				
(a) On a per system basis, per system	<b>198.00</b>	<b>196.00</b>	<b>194.00</b>	<b>CHG</b>
(b) On a per system basis, per line	-	-	-	<b>DWDNR</b>
(c) On a per system basis, listing print capability, per system	<b>10.25</b>	<b>10.00</b>	<b>9.75</b>	<b>D2W</b>

**A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS**

**A113.28 Announcement Facilities**

**A113.28.1 General**

(Obsoleted 5-6-2002, Type D – Not available for new installations, moves or transfers. Existing customers may add service if facilities are available. Guidebook Reference A13.)

Announcement facilities will be eliminated after February 28, 2003.

Announcement facilities are provided, where available, to the customer's premises for connection to electronic or electro-mechanical devices that provide recorded announcements to calling parties.

**A113.28.2 Terms and Conditions**

- A. The Company will provide facilities, when available, for customers for their use in providing announcements by telephone to calling parties simultaneously, under the following conditions:
  1. In order to permit the determination of the anticipated incoming call volume so that facilities of the proper capacity may be furnished, the customer is required to designate the kind of announcements for which the announcement service is to be used.
  2. 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 announcement equipment without impairing the Company's general telephone service or telephone plant. The customer may be required further to bear the expense of traffic load protection equipment when, in the judgment of the Company, such would be required as a protection to the general telephone service or telephone plant during temporary periods of traffic overload to the announcement system. The traffic load protection equipment reduces the normal length of the announcement cycle.
  3. Facilities shall be used for such announcements as may be desired by the customer, provided that the contents and length of such announcements shall be subject to the approval of the Company.
  4. The Company will furnish said announcement facilities to its customers for use by such customers in providing announcements, only within the limits of the local service area serving the customer, including the limits of other local service areas having access to the location of the announcement facilities on a local service basis. This limitation is not intended to preclude the completion of any incoming sent paid long distance message calls placed to the announcement number.
  5. Telephone users calling the announcement number are automatically disconnected after elapsing of time for one full announcement.
  6. One listing without charge will be furnished with each service.
  7. Facilities for announcement services will be furnished where all the necessary exchange facilities, as determined by the Company, are available.

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**A113.28.3 Rates And Charges**

- A. Exchange facility, each
  1. Grouping service rates also apply as appropriate.

		<b>Monthly Rate</b>					
		<b>Rate Group</b>	<b>Rate Group</b>	<b>Rate Group</b>	<b>Rate Group</b>	<b>Rate Group</b>	
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>USOC</b>
(a)	Each	\$20.80	\$21.39	\$21.39	\$21.39	\$21.39	1NFSF

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**A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS****A113.58 Uniform Access Number (UAN)**

(Obsoleted 8-15-03, Type B. Not available for new installations, additions or on transfers of service to a new location.)

**A113.58.1 Description of Service**

- A. Uniform Access Number (UAN) is an optional service which provides the customer with a uniform Business Line Telephone Number for client access to the customer's service. The client will be able to dial one number from all locations within the specified area and the call can be routed to a specified customer location. UAN will be provided under the following terms and conditions.
1. UAN is available where facilities or arrangements permit.
  2. A UAN telephone number may not be accessed by 0+ or 1+ toll calls. Also, no operator assisted calls will be permitted to be placed to a UAN, nor will third party or collect toll calls be permitted to be billed to UANs.
  3. The assigned telephone number will have a dedicated NXX.
  4. UAN can be delivered through a line-side connection or a trunk-side connection as specified in A3.28, but not simultaneously for the same dedicated NXX number. A trunk-side connection is required if UAN is used with Automatic Number Identification (ANI).
  5. Line side connections are made through regular exchange access lines (by individual business lines, PBX trunks, etc.). Trunk side connections are made via a Trunk Side Access Facility.
  6. Nonrecurring Charges apply for each UAN per Traffic Operator Position System (TOPS) Tandem office. Where more than one UAN is established at the same TOPS Tandem location for the same customer and the UANs are ordered and installed at the same time the first nonrecurring charge rate element applies to the first UAN. Each additional UAN number will be billed at the additional service installed rate. The same nonrecurring charges and application apply per TOPS Tandem for UAN number changes requested by the customer subsequent to the original UAN assignment.
  7. Number changes required for Company reasons will not incur the Service Establishment Charge.
  8. A customer may reserve UANs to meet his specified growth requirements at specified locations. In the event the customer elects not to be provided with reserved UANs, assignment of these UANs cannot be assured.
  9. This service includes preassigned UANs. Such telephone numbers will be removed from reserved status and assigned as active UANs as requested by the customer.
  10. The assignment of UANs is made at the discretion of the Company. Special numbers are furnished subject to the availability of numbers.
  11. The service is furnished subject to the availability of UANs.
  12. Limitations and use of service as stated in Section A2 will apply.
  13. Calls to a disconnected UAN will be routed to intercept over announcement facilities; however, the announcement provided will not refer the caller to another telephone number.
  14. Listing may be provided for UAN service at rates applicable for additional business or foreign listings as covered in Section A6.
  15. No local measured or message rate service charges or long distance message telecommunications service charges (as provided in Section A18) will be collected from end users for calls to a UAN customer. Long distance charges (Section A18) associated with calls to a Uniform Access Number will be reverse billed to the UAN customer.
  16. Access to UAN may not be available to certain classes of service.

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**A117. OBSOLETE SERVICE OFFERINGS - MOBILE TELEPHONE SERVICE**

**A117.2 Reserved For Future Use**

**A117.3 Service Classes And Areas**

**A117.3.1 Service Classes**

- A. Mobile units under contract for service through a base station of this Company as identified in A117.4.3 are furnished Measured Rate Mobile Telephone Service only for all messages through that base station.
- B. Mobile units under contract for service through any other mobile base station inside or outside this state, but being within range of and equipped to receive service from any base station of this Company other than its base stations of registry are furnished Transient Mobile Telephone Service only.

**A117.3.2 Service Areas**

The local service area for Measured Mobile Service and Transient Mobile Service is as specified for Local Exchange Service in A3.6.

**A117.4 Rates**

**A117.4.1 Reserved For Future Use**

**A117.4.2 Reserved For Future Use**

**A117.4.3 Service Charges**

A. Measured Rate Mobile Service

The following rates, including one listing, apply for each measured rate mobile unit registered in the base stations shown following: (T)

1. Local Service

For Radio Link used on a Dial Basis. Timing for Radio Link charges begin one (1) minute after channel usage begins.

	<b>Monthly Rate</b>	<b>USOC</b>
a. Monthly Rate (includes one (1) hour of use)		
(1) Base Stations		
(a) Bowling Green	\$33.77	MD1
(b) Frankfort	33.77	MD1
(c) Louisville	44.04	MD1
(d) Owensboro	33.77	MD1
(e) Paducah	33.77	MD1
(f) Pikeville	33.77	MD1
(g) Prestonsburg	33.77	MD1
(h) Winchester	33.77	MD1
b. Radio Link Charge for each additional minute of cumulative use on a dial basis to become effective as soon as timing registers are provided.		
(1) All Base Stations		
(a) Each additional minute of use	.10	NA

Nonrecurring Charges - Regular service charges quoted in Section A4 apply in connection with Measured Rate Mobile Service.

2. Long Distance Service

Regular wire line charges for Long Distance Message Telecommunications Service apply in addition to the Radio Link charges as provided in A17.4.3.A.1 for calls beyond the Local Service Area.

**A119. OBSOLETE SERVICE OFFERINGS - WIDE AREA TELECOMMUNICATIONS SERVICE**

**A119.5 Rates And Charges (Cont'd)**

**A119.5.11 Reserved For Future Use**

**A119.5.12 Reserved For Future Use**

**A119.5.13 Minimum Service Period**

The minimum service period for WATS is one day.

**A119.5.14 Allowance For Interruptions**

- A. When the WATS access line is interrupted for a period of less than two hours, no credit applies.
- B. When the WATS access line is interrupted for a period of two hours to 24 hours, a credit applies.
  - 1. WATS Access Line Interruption

<b>Credit Amount</b>	<b>USOC</b>
<b>\$15.00</b>	<b>NA</b>

- (a) Credit allowance
- C. When the WATS access line is interrupted for a period of more than 24 hours, the preceding credit applies for each 24 hour period or any fraction thereof.
- D. The credit in A119.5.14.B and C includes all credit to be applied for an interruption.
- E. None of the above credit allowances will be made for:
  - 1. Non-completion of WATS messages due to busy network conditions,
  - 2. Interruption of service due to customer-provided equipment or systems,
  - 3. Interruption of service due to the negligence of the customer,
  - 4. Interruption of service during any period in which the company is not afforded access to the premises at which the WATS access line is terminated, or
  - 5. Interruption of service during any period when the customer has released the WATS access line to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangement.

**A119.5.15 Reserved For Future Use**

**A119.5.16 Listings**

Listings may be provided at rates applicable for additional business listings as covered in Section A6.

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## A120. OBSOLETE SERVICE OFFERINGS - OPTIONAL CALLING PLANS

### A120.1 General

(Obsoleted 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.

#### 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 Terms And Conditions

#### 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 conference or other calls requiring operator handling. For all Optional Calling Plans, an operator will:
  - 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 Terms and Conditions in Section A2, including those Terms and Conditions 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 in the distant *exchange* which indicates no charge applies for direct dialed calls to his number.

#### 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.

#### A120.2.7 Reserved For Future Use

#### A120.2.8 Concessions

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



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**A123. OBSOLETE SERVICE OFFERINGS - ESS CENTRAL OFFICE FEATURES****A123.2 ESSX-1 Optional Features (Cont'd)****A123.2.4 Customer Management Features (Cont'd)****A. ESSX Customer Administration Service (Cont'd)****2. Terms and Conditions (Cont'd)**

- c. The customer provided ECAS terminal equipment requires an ESSX-1 main station line. Rates and charges in A111.1.3 apply as appropriate.
- d. ECAS changes must be entered prior to a time to be designated by the Company to be completed as priority changes or by the next day as requested by the customer.
- e. An ECAS customer cannot activate features in excess of the quantity that has been ordered from the Company. The customer will receive an indication when 100% utilization of a feature is reached. Additional quantities of features may be added subject to A123.2.4.A.2.b.
- f. Contractual obligations and End User Common Line Charges will be billed to the location where originally installed and will not transfer with a station line number rearrangement.
- g. The following types of lines will be restricted from Station TN Rearrangement capability. Service option and feature change capabilities will still be available except on lines assigned to multiline hunt groups.
  - Station lines assigned to multiline hunt groups
  - Attendant Lines
  - Any ESSX-1 line which has a special hardware configuration (e.g., ground start lines and lines having SCAN points or signal distribution points)
  - Manual lines (e.g., station lines with full originating and/or terminating restrictions)
- h. ECAS functions performed by the Company at the customer's request subsequent to the initial installation will be subject to the nonrecurring charge specified in A123.2.4.A.3.b.
- i. The Per System charges specified in A123.2.4.A.3.a apply when a feature is initially activated in a Common Block.
- j. Any required changes in customer provided equipment as a result of growth, desired enhancements or technological advancement, will be the responsibility of the ECAS customer. Compatibility with customer provided station terminal equipment is not guaranteed.
- k. The ECAS customer is responsible for assigning and maintaining a record of station feature assignments. The ECAS customer also agrees to provide the Company with a central point of contact for inquiries and/or trouble reports involving station features.
- l. ECAS customers will be responsible for initiating a Service Order to correct any information pertaining to Listings that changed as a result of ECAS TN swap. Appropriate Service Charges in Section A4 apply.
- m. ECAS customers will be limited to one (1) TN swap per day as a priority request. The number of feature changes that can be requested as priority changes will be determined by the Company when ECAS is ordered.

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**Note1:** Directory Assistance Database Service (DADS), Directory Publishers Database Service (DPDS) and Emergency Service Provider Data Service (ESPDS) are found in Section N8. of the Non-Regulated Services – Pricing guide.

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