

TARIFF DISTRIBUTION

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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 type 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 type 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 Directory Listings:

Paterson Transfer Co. 24 North 256-1500

Note: From 5 PM to 8 AM on week days,
 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

A13.5.2 Rates

- A. Directory Listings

The monthly rate is specified in Directory Listings Section of this *Guidebook*. (T)

- B. Special Multiple Jack

- 1. Charge

- C. Night Service Arrangement For Dial System

- 1. Auxiliary line circuit, including night service line, for completing incoming night calls to dial PBX systems

(a) Each

Monthly Rate	USOC NCB
\$1.52	

- D. Service Charges (including Premises Work Charges) may apply for the installation of this service or for subsequent rearrangement as specified in Section A4. (T)

3.55	NCG
------	-----

A13.6 Reserved For Future Use

A13.7 Reserved For Future Use

A13.8 Reserved For Future Use

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.4 Per Use Three-way Calling Service (Cont'd)

A. General (Cont'd)

- 3. The per use charge is applied only when a forwarded call is completed. Completed calls include, but are not limited to, those calls terminated to telephones, voice messaging systems, answering machines, facsimile machines, modems, etc.
- 4. The per use charge is in addition to any switched network usage charge appropriate for the line with which the Per Use Three-Way Calling feature is associated. Such usage may include, but is not limited to, toll charges, local measured service charges, exception calling plan rates, etc. Terms and conditions of these charges are as covered in the section specific to the particular call type, and are not impacted by the application of the per use charge. (T)
- 5. Access to the per use capability can be restricted at the customer's request at no charge.

B. Rates

- 1. Per Use Three-Way Calling Charge
 - a. Per Use (requires completion and bridging of second call)

	Charge	USOC
(1) Usage Charge		
(a) Residence	\$3.00	NA
(b) Business	3.00	NA

A13.9.5 Reserved For Future use

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.7 Star 98 Access

A. Applications

Star 98 Access is an optional network feature which allows subscribers to dial *98 to access a service. Generally subscribers use this feature to access their local voice mail service from their home or business telephone line. Star 98 Access is available, where facilities permit, to individual line residence and business subscribers.

B. Description

Star 98 Access provides subscribers with access to a service, generally their local voice mail service, when they dial *98 from their home or business telephone line. Star 98 Access connects the customer to the local telephone number, generally of their voice mail provider, to whom their calls are forwarded via a version of Call Forwarding Don't Answer. The appropriate auxiliary calling feature (i.e. Call Forwarding Don't Answer or Call Forwarding Don't Answer – Ring Control) is required with this service.

C. *Terms, Conditions* and Limitations of Services

1. Star 98 Access is only available to subscribers on lines which are equipped with a version of Call Forwarding Don't Answer.
2. Star 98 Access is provisioned on a per line basis and functions only from a line provisioned with this feature and the appropriate auxiliary calling features.
3. Star 98 Access is not available on ISDN, Prestige, Foreign Central Office (FCO), Foreign Exchange (FX) lines or any Centrex type service.
4. Star 98 Access may not be compatible with all auxiliary calling features.

D. Rates and Charges

1. Per line equipped

	Monthly Rate	USOC
(a) Residence	\$1.00	S98AF
(b) Business	2.00	S98AF

(T)

A13.10 Reserved For Future Use

A13.11 Remote Call Forwarding

A13.11.1 General

- A. Remote Call Forwarding (RCF) is an exchange service that utilizes a telephone number in the RCF local calling area to forward automatically all incoming calls dialed to the RCF telephone number to another telephone number.
- B. RCF can be offered as an individual service or as an additional feature with Foreign Exchange Service. In the latter offering, RCF is used as an overflow when the Foreign Exchange line is busy.
- C. This service is only available where the terminating station line has incoming-call dial capability.
- D. Remote Call Forwarding (RCF) Service is offered subject to availability of suitable facilities.
- E. RCF Service is not offered where the terminating station is a coin telephone.
- F. The Company does not guarantee identification of the originating telephone number to the RCF customer.
- G. 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.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.11 Remote Call Forwarding (Cont'd)

A13.11.1 General (Cont'd)

G. (Cont'd)

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. (T)

H. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.

I. (DELETED)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.11 Remote Call Forwarding (Cont'd)

A13.11.1 General (Cont'd)

- J.** 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.
- K.** Where a business directory listing is provided for the RCF number, calls will not be forwarded to a Company-provided service for which residential rates apply.
- L.** 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 the charges for any resulting rearrangement of the RCF service. (T)

A13.11.2 Reserved For Future Use

A13.11.3 Reserved For Future Use

A13.11.4 Minimum Contract Period

The minimum contract period for this service is one month.

A13.11.5 Rates And Charges

The following charges are for the Remote Call Forwarding Feature only and are in addition to applicable charges for service and equipment with which it is used.

A. Remote Call Forwarding

The installation charge applies in addition to the Secondary Service Charge shown in Section A4.

- 1. Per feature arranged and one access path for either interexchange, intraexchange, or local calling area per service request.

	Installation Charge	Monthly Rate	USOC
(a) Residence – Each	\$13.06	\$18.50	RCF++
(b) Business - Each	13.06	33.05	RCF++
2. Additional Access Path (with Initial Installation)			
(a) Residence – Each	-	18.50	RCA
(b) Business - Each	-	33.05	RCA

B. Message Charges

The message charges applicable to remotely forwarded calls shall be comprised of two separate charges:

- 1. a charge for that portion of the call from the originating station line to the call forwarding location, and
- 2. a charge for that portion of the call from the call forwarding location to the terminating station line.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.11 Remote Call Forwarding (Cont'd)

A13.11.5 Rates And Charges (Cont'd)

B. Message Charges (Cont'd)

2. (Cont'd)

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

a. Between the originating station line and call forwarding location.

The charge for this portion of a remotely forwarded call shall be the charge specified in this *Guidebook*, or any other applicable *guidebook*, for the type of call involved, either local or toll, for the entire duration of the call, but measured only the distance to the call forwarding location. This portion of the call may be billed to the originating station line, calling card, third number, collect or any other special identification number, if appropriate for the type of call involved. (T)

b. Between the call forwarding location and the terminating station line.

For purposes of rating this portion of the Remote Call Forwarding Service, all such calls will be rated and billed as if they are "sent Paid" regardless as to the status of the portion of the call described in a. preceding. Provisions contained in A.2.3.25 govern the specific usage rates to be applied. Plan options, usage allowances, and usage caps are not applicable to these usage charges.

For calls forwarded inside the Basic Local Calling Area, the Remote Call Forwarding customer is responsible for the usage charges specified in A103.2.3 or A3.2.10 as appropriate. (T)

For calls forwarded within the Expanded Local Calling Area, the Remote Call Forwarding customer is responsible for the usage charges specified in A3.2.10, A3.32 or A3.33 as appropriate. (T)

For calls forwarded outside the Expanded Local Calling Area, the Remote Call Forwarding customer is responsible for the applicable toll charges specified in this *Guidebook* or any other applicable *guidebook* for the duration of each call answered. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.12.1 General (Cont'd)

- C. Selective Class of Call Screening Service is available only from central offices which have been arranged to provide these services.
- D. Selective Class of Call Screening is offered subject to the availability of suitable facilities.
- E. This service is available to all business and residence customers.

A13.12.2 Rates And Charges

- A. The following rates and charges will apply in addition to a Secondary Service Charge.
 - 1. MultiServ service and PBX trunks

	Monthly Rate	USOC
(a) Per central office line equipped for screening including MultiServ service main station lines	\$1.15	SRG
(b) (Obsoleted, See Section A113.)	-	NA
(c) Per PBX trunk equipped for screening	7.42	SRG
2. ESSX service, Digital ESSX service, MultiServ PLUS service, and BellSouth Centrex service		
(a) Per NAR equipped for screening	7.42	SRGBB
(b) Per main station line equipped for screening	-	SRGPL

A13.13 Dormitory Communications Service

A13.13.1 General

- A. Dormitory Communications Service (DCS) is available to public and private educational institutions for residential use by students, facility members or employees who reside in dormitories or other residential quarters owned, leased, or under the supervision of the educational institution.
- B. DCS is furnished from central office equipment located on Company premises and associated facilities arranged to provide the equivalent of residence individual line local exchange service.
- C. The local calling area for DCS is the same as that for residence individual line service in the exchange in which the DCS central office equipment is located.
- D. DCS is offered subject to the availability of facilities and where, in the judgment of the Company, that service may be provided by the use of service arrangements, equipment and facilities in quantities and types regularly furnished by the Company.

A13.13.2 Terms and Conditions

- A. DCS is furnished to an educational institution upon the condition that use of the service shall not be made subject to any charge by the educational institution in excess of the charges to the educational institution by the Company, nor may the institution render a separate charge for such telephone service.
- B. The educational institution is responsible for payment of all charges except long distance messages, telegrams, cablegrams, radiograms, which are billed by the Company directly to DCS lines.
- C. The *terms and conditions* set forth for deposits and payment of service in A2.4 shall be applicable to users of DCS lines.

(T)

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.13 Dormitory Communications Service (Cont'd)

A13.13.2 Terms and Conditions (Cont'd)

- D. The educational institution shall agree to render assistance to the Company in the prompt collection of charges billed to DCS lines. (T)
- E. In the event of non-payment of any charges billed, the Company may deny service to or terminate a DCS line until all charges due have been paid. Service which is so denied or terminated is subject to the charges specified in A4.2 for restoral or re-establishment of residence service. (T)
- F. The Service Charges specified for residence service apply to the connection, move an change of DCS.
- G. DCS lines may be temporarily suspended, at the educational institution's request, subject to the rates and conditions specified in A2.3.16. (T)
- H. The rate specified for DCS lines in A3.13.3 following does not include directory listings in the alphabetical section of the directory of the Company.
- I. At the request of the educational institution, DCS extension station line wiring will be provided within the same dormitory room or suite as the associated DCS line.
- J. Subject to the availability and at the request of the educational institution, DCS lines may be equipped for miscellaneous services such as Touch-Tone Calling Service, Custom Calling Service, directory listing, etc., at the same rates and charges as specified for such services on residence individual lines.
- K. The initial contract period for each DCS line is the same as the initial contract period specified for residence individual line service.

A13.13.3 Rates

A. DCS Lines

- 1. Rates and charges as specified for residence individual line service in the exchange in which the DCS central office is located.

(a) Each

Monthly Rate	USOC IDF
\$-	

B. DCS extension, station line

- 1. Rates and charges for residence extension station line wiring as specified in Section A13.

(a) Each

- **WRG**

A13.14 Toll Trunks (Toll Terminals)

A13.14.1 General

- A. A toll trunk is a special access trunk extending from a customer's premises to a premises of the Company for the purpose of completing toll calls and/or calls into the Expanded Local Calling Area originated at the customer's location. These facilities may be arranged to
 - 1. route all calls referenced in A. preceding to an operator for completion, and
 - 2. route all dial station-to-station calls directly to a toll network and route all other calls referenced in A. preceding to an operator for completion.
- B. A toll trunk may be arranged, at the customer's request, for Selective Class of Call Screening Service, as outlined in Section A13. This service enables a customer, by means of an operator, to restrict calls referenced in A. preceding from station line users to certain types of calls such as those which are charged to the called number, a third number, or a Company credit card. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Toll Trunks (Toll Terminals) (Cont'd)

A13.14.1 General (Cont'd)

C. Terms and Conditions

1. Connection will not be established between a toll trunk and exchange station lines or other toll trunks in the exchange area where the toll trunk is located. (T)
2. Toll trunks are furnished only to customers who have local exchange service concurrently. Also, all local calls and calls to certain Company numbers such as repair service, Public Emergency Service (911), etc. will be permitted from the customer's establishment only on regular exchange service facilities of the customer.
3. Outward connections only will be established from a toll trunk.
4. Service arrangements, requested by the customer, in excess of the intent of this *Guidebook* may be provided at charges based on cost. (T)
5. This service is furnished only where facilities permit.

A13.14.2 Rates And Charges

- A. The monthly rate is equivalent to the Business Individual Line Flat Rate for the exchange area containing the customer's premises.
 1. Per Toll Trunk

(a) Charge	Rate	USOC
	\$-	LD2

A13.15 Reserved For Future Use

A13.16 (DELETED)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 BellSouth TouchStar Service (Cont'd)

A13.19.2 Definitions of Feature Offerings (Cont'd)

N. 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. (T)

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.

O. BusyConnect

BusyConnect is an optional network feature which will be available 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).

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.3 Terms, Conditions And Limitations Of Service

(T)

A. The Following Limitations Apply:

1. TouchStar service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar service equipped offices. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar service capable offices.
2. The TouchStar service basic features are available to all single- and multi-line residence and business customers unless otherwise specified following. TouchStar services are compatible with either rotary dial or Touch-Tone service, except that BusyConnect service will not work with rotary dial in most offices.
3. TouchStar service cannot be provisioned on party line service, toll terminals, trunks or some remote switching locations except as specifically noted following.
4. Appropriate service charges apply except during Company selected periods of special promotion. Applicable service charges will be waived for the following situations: Upgrades from Caller ID-Basic to Caller ID, Enhanced Caller ID or Enhanced Caller ID with Call Management, upgrades from Caller ID to Enhanced Caller ID or Enhanced Caller ID with Call Management, and Enhanced Caller ID to Enhanced Caller ID with Call Management. The service charge waiver will apply to situations in which the upgrade is the only service order activity.
5. Caller ID-Basic and Caller ID are available for single- and multi-line residence and business customers. Enhanced Caller ID is available only to business customers with non-hunting lines or on the last line of a series completion arrangement. Enhanced Caller ID is not available for Centrex Type Services customers. Caller ID-Basic, Caller ID, Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Private Branch Exchange (PBX) customers. Call Tracking (BCLID) is not available for single line arrangements, but it is available for PBX and multi-line business customers. Caller ID-Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management and Call Tracking cannot be provisioned for customers with the following service arrangements; Basic 911, FX, FCO, DPA or Dual Service.
6. The Company will deliver all numbers/names, subject to technical limitations, including telephone numbers/names associated with Non-published Listing Service as described in Section A6. Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of AT&T's network and calls carried over facilities that do not transmit Caller ID information.
7. Calling party information is not available on operator handled calls via Caller ID-Basic, Caller ID, Enhanced Caller ID or Call Tracking.
8. The Company's liability arising out of the provision of any TouchStar service feature, including, but not limited to the delivery or non-delivery of calling numbers/names, is limited as set forth in A2.5.1.
9. Telephone numbers/names transmitted via Caller ID-Basic, Caller ID, Enhanced Caller ID or Call Tracking are intended solely for the use of these subscribers. Resale of this information is prohibited, except the callers' numbers/names may be provided to the subscriber's client for those calls sponsored or provided by that specific client where the client's identity is disclosed to the caller and the client agrees not to distribute such information to others.
10. Calling Number Delivery Blocking - Permanent is available upon request to domestic violence intervention agencies, state and county departments of human resource shelters and other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without blocking.
11. Calling Number Delivery Blocking - Per Call is provided subject to availability of facilities where technically feasible. The Company assumes no liability for and will be held harmless from any incompatibility of the customer's CPE to perform satisfactorily with the network feature described herein.
12. Per Activation Call Return, Per Activation Repeat Dialing, Denial of Per Activation Call Return and Denial of Per Activation Repeat Dialing are available to the following types of service where facilities permit: single line residence, multiline residence, single line business, multiline business, and PBX trunks.
13. TouchStar service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.3 Terms, Conditions And Limitations Of Service (Cont'd)

B. The following *Terms and Conditions* Apply:

1. During selected promotional periods, first-time subscribers to Caller ID-Basic and Caller ID will receive a \$24.00 nonrecurring credit on their telephone bill. Customers may elect at the time of the service order to apply the credit toward purchase of selected telephone equipment. Caller ID-Basic customers who upgrade to Caller ID are eligible for the promotion.
2. During selected promotional periods, first time residence and/or business subscribers to Caller ID will receive up to a \$25.00 nonrecurring credit on their telephone bill. Customers may elect at the time of the service order to apply the credit toward purchase of selected telephone equipment, where offered. Caller ID-Basic customers who upgrade to Caller ID are eligible for the promotion.
3. During selected promotional periods, first time residence and/or business subscribers to Caller ID will receive up to two months' service at no charge. In addition, Service Charges may be refunded to business subscribers who disconnect within thirty days where the Service Charge was for adding Caller ID only. Caller ID-Basic customers who upgrade to Caller ID are eligible for this promotion.
4. During selected promotional periods, first time business subscribers to Enhanced Caller ID may receive monthly service at no charge and/or credit for applicable Service Charges under certain conditions.

(T)

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.4 Rates (Cont'd)

C. Single or First Service Features (Cont'd)

1. Business (Cont'd)

	Monthly Rate	USOC
(s) Enhanced Caller ID (with ACR) (per line)	\$17.00	NXECR
(t) Enhanced Caller ID with Call Management (with ACR) (per line) ¹	17.00	NIACR
(u) Enhanced Caller ID with Call Management (with ACR and Call Forwarding Don't Answer) (per line) ^{1,2}	17.00	NCACR

Note 1: Rates are effective with normal billing cycles beginning on or after February 5, 2005.

Note 2: Call Forwarding Don't Answer (CFDA) must be ordered separate from this offering. Rates, *terms and conditions* for CFDA are in A13.9. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.4 Rates (Cont'd)

D. Additional Service Features

1. Business

(Second and subsequent features)

	Monthly Rate	USOC
(a) Call Return (per line)	\$8.00	NX8
(b) Repeat Dialing (per line)	7.00	NX9
(c) Call Selector (per line)	6.50	NX2
(d) Preferred Call Forwarding (per line)	6.00	NX6
(e) Call Block (per line)	7.00	NX5
(f) Call Tracing (per line)	6.50	NST
(g) Caller ID-Basic (without ACR) (per line)	11.00	NSD
(h) Caller ID-Basic (without ACR) (per line for Multi-Line Hunt Group Arrangements)	11.00	NSDMN
(i) Caller ID-Basic (with ACR) (per line)	11.00	NSDCR
(j) Caller ID-Deluxe (without ACR) (per line for Multi-Line Hunt Group arrangements)	14.50	NXMMN
(k) Caller ID-Deluxe (with ACR) (per line)	14.50	NXMCR
(l) Calling Number Delivery Blocking - Permanent, (per line) ^{1,2}	-	NOB
(m) Calling Number Delivery Blocking - Per Call (per activation)	-	NA
(n) Enhanced Caller ID (with ACR) (per line)	17.00	NXECR
(o) Enhanced Caller ID with Call Management (with ACR) (per line)	17.00	NIACR
(p) Enhanced Caller ID with Call Management (with ACR and Call Forwarding Don't Answer) (per line) ³	17.00	NCACR

E. (Obsoleted, See Section A113.)

Note 1: This feature is only offered to certain customers as per A13.19.6.A.10 preceding.

Note 2: This feature should not be considered in the determination of appropriate discounts when ordered in combination with other TouchStar service features.

Note 3: Call Forwarding Don't Answer (CFDA) must be ordered separate from this offering. Rates, *terms and conditions* for CFDA are in A13.9.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.4 Rates (Cont'd)

- E. (Obsoleted, See Section A113.)
- F. Per Subscription
 - 1. Business PBX or MLHG
 - a. Call Tracking-Bulk Calling Line Identification (BCLID)
 - (1) Per Line/Trunk Arrangement¹

	Nonrecurring Charge	USOC
(a) Per DID arrangement	\$500.00	NXB
(b) Per Non-DID arrangement	500.00	NXK

Note 1: The rate includes a data set located in the central office. A Type 2463 four-wire local channel is required and should be ordered from the Private Line *Guidebook*, Section B3. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.4 Rates (Cont'd)

F. Per Subscription (Cont'd)

1. Business PBX or MLHG (Cont'd)

a. Call Tracking-Bulk Calling Line Identification (BCLID)¹ (Cont'd)

(2) Per Calling Number-Delivered Monthly Usage Charge

Quantity of Calls

	Charge Per Call	USOC
(a) First 50,000	\$.03	NA
(b) 50,001 - 400,000	.02	NA
(c) Over 400,000	.01	NA

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

A13.20.1 General Terms and Conditions

- A. Customized Code Restriction is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. It is offered with options containing various sets of codes to be restricted, and is available to basic exchange customers with individual line residence or business service or PBX trunks in either flat, message or measured rate service environments. (T)
- B. Customers may subscribe to whichever option meets their needs, but only one option may be provided on a line/trunk or group of lines/trunks. Also, options of this service may not be combined with Selective Class of Call Screening in A13.12. or Toll Trunks specified in A13.14. These *terms and conditions* do not apply to Option #5 which may be provided with other CCR Options. (T)
- C. CCR is furnished only from central offices equipped to provide this service and where facilities permit.
- D. When CCR is provided from central offices other than customer's normal serving central office, Foreign Central Office or Foreign Exchange charges as specified in Section A9., whichever is appropriate, will apply to all lines/trunks equipped with this service. (T)
- E. CCR does not provide restriction of calls within the Basic Local Calling Area, non-chargeable calls to Company numbers, such as repair service, public emergency service numbers (911), or 1+8XX calling (including 1+8XX calling card calls).
- F. Subscribing to CCR does not relieve customers of responsibility for calls charged to their numbers.
- G. Customers who subscribe to CCR options which restrict operator access have the responsibility to notify all users of their service that an operator cannot be reached.
- H. The Company shall not be liable to any person for damages of any nature or kind arising out of, or resulting from, or in connection with the provision of this service, including without limitation, the inability of station users to access the operator for any purpose, or any other restricted codes.
- I. Customized Code Restriction can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies. (T)
- J. Customized Code Restriction will be established and provided at no charge for customers receiving Lifeline service from A3.31. (T)
- K. Residence customers who subscribe to any of the Area Plus services may restrict 1+ InterLATA calls while allowing 1+ IntraLATA calls to be completed by subscribing to Customized Code Restriction Option # 7.

Note 1: The rate includes a data set located in the central office. A Type 2463 four-wire local channel is required and should be ordered from the Private Line *Guidebook*, Section B3. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.24 Extension Station Line (Cont'd)

A13.24.1 General (Cont'd)

- B. The provision of circuits required to connect initial and extension station lines are subject to additional *terms, conditions* and charges shown in A13.25 following. (T)

A13.25 Channels For Extension Line

A13.25.1 General

- A. Extension Stations are station lines which are located within the same building as the main station. Where Extension Service is provided at other locations, channels for extension line charges are applicable as set forth following.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Channels For Extension Line (Cont'd)

A13.25.1 General (Cont'd)

- B. Channels for Extension Line Service are classified as series 2100. These channels may also be furnished on a link (partial channel) basis when connected to FlexServ service, LightGate service, and/or MegaLink channel service.
- C. The Company has overall responsibility for the service (up to the demarcation point on the customer premises at which the interface appears).
- D. For additional *terms and conditions* applicable to channels for extension lines associated with Centrex type services stations see Sections A12., A112. Or A100. (T)
- E. Dedicated circuits between the customer's interLATA Electronic Tandem Switching (ETS), Digital Electronic Tandem Switching (DETS) or Tandem Switching Features (TSF) functions and the customer's other location(s) within the same LATA will be provided from the intrastate *Private Line Guidebook*. Where this service is provided by the Company as a feature of ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service, the transport of traffic between the ETS, DETS or TSF function and the basic ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service functions may be performed by the Company's network switching facilities. (T)

A13.25.2 Methods Of Applying Rates

- A. The method of applying rates for two-point service is determined as follows:
 - 1. Local Channel
 - a. Two-Point

A local channel charge applies for the initial termination, per service on a customer premises in a wire center serving area.
 - b. Local Channels Furnished Outside Base Rate Area

When a local channel described in A13.25.3 following terminates at a location outside the base rate area a Zone charge (or exchange mileage charge) as specified in A3.9 applies in addition to the rate for the local channel. The definition and description of the base rate areas are contained on base rate area or exchange service area maps. The rate specified for individual line applies.
 - 2. Interoffice Channel

When extension stations are located in a wire serving area different than the main station, interoffice mileage charges as contained in Section A9. apply. Charges are based on the airline distance between the serving central offices.. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Channels For Extension Line (Cont'd)

A13.25.2 Methods Of Applying Rates (Cont'd)

A. The method of applying rates for two-point service is determined as follows: (Cont'd)

3. (Obsoleted - See Section A113.)

4. Intraexchange Direct Serve Cable

See Section B3. of the Private Line *Guidebook* for direct serve cable.

5. Nonrecurring Charge

The service charges for connection, move or change of service are as specified in A13.25.5 following.

(T)

A13.25.3 Description Of Service

A. Basic Parameters and Specifications for Extension Service used with terminal equipment are described for the end-to-end operation as follows:

1. Specification Or Limit

a. Basic Parameters

(1) Net Loss

Local Channels used with terminal equipment): Limit as specified in the following Local Channel descriptions. Losses or gains present in station equipment have not been included.

(2) dc Resistance

Local Channels used with terminal equipment: Limit as specified in the following Local Channel descriptions. Does not imply or guarantee end-to-end dc continuity.

(3) Frequency Response

300 - 3000 Hz	-3dB to +12dB
500 - 2500 Hz	-2dB to + 8dB

B. (DELETED)

Locals Channels for use as PBX Off-Premises Stations are now located in Section B3. of the Private Line *Guidebook*.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Channels For Extension Line (Cont'd)

A13.25.3 Description Of Service (Cont'd)

- C. Local Channels for use as Tie Lines are now located in Section B3. of the Private Line *Guidebook*. (T)
- D. Local Channels for use as Non-PBX Off Premises Stations are described as follows.
 Type 2157 - A two-wire interface with effective two-wire facilities engineered for a 1000Hz net loss of 0dB to 5.5dB. Suitable for off-premises stations (non-PBX) and bridged in the wire center - Loop signaling is provided.

A13.25.4 Rates And Charges

- A. Local Channels for use as Tie Lines are now located in Section B3. of the Private Line *Guidebook*. (T)
- B. For use with terminal equipment
 - 1. Local channels,

	Installation Charge	Monthly Rate	USOC
(a) Type 2157, each	\$15.67	\$20.00	1SESX
C. (Obsoleted - See Section A113.)			
D. (Obsoleted - See Section A113.)			
E. Interoffice channel including channel terminals for use with local channels, <ul style="list-style-type: none"> 1. Per channel For rates and charges see Section A9. 			

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Channels For Extension Line (Cont'd)

A13.25.4 Rates And Charges (Cont'd)

F. (DELETED)

Signaling arrangements are now located in Section B3. of the Private Line *Guidebook*.

(T)

G. (DELETED)

Signaling arrangements are now located in Section B3. of the Private Line *Guidebook*.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Channels For Extension Line (Cont'd)

A13.25.4 Rates And Charges (Cont'd)

H. (DELETED)

Signaling arrangements are now located in Section B3. of the Private Line *Guidebook*.

(T)

A13.25.5 Nonrecurring Charges

A. (DELETED)

B. (DELETED)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Channels For Extension Line (Cont'd)

A13.25.6 (DELETED)

A13.26 Tie Line Service

Channels which provide Tie Line Service are now located in Section B3. of the Private Line *Guidebook*.

(T)

A13.26.1 (DELETED)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.26 Tie Line Service¹ (Cont'd)

A13.26.1 Reserved For Future Use

A13.26.2 Reserved For Future Use

A13.26.3 Reserved For Future Use

A13.26.4 Reserved For Future Use

Note 1: Channels which provide Tie Line Service are now located in Section B3. of the Private Line *Guidebook*. See Sections A12. and A112. for Centrex Type Services Tie Line Terminating arrangements. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.34 RingMaster Service

A13.34.1 General

- A. RingMaster service will enable a subscriber to have up to three telephone numbers associated with a single line. Customers subscribing to this service will be able to receive calls dialed to two or three separate telephone numbers without having a second or third line. A distinctive ringing pattern will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. A distinctive Call Waiting tone for each additional telephone number will be provided, where facilities permit, to customers subscribing to Call Waiting service.
- B. RingMaster service is offered in the following format. RingMaster I consists of one additional telephone number associated with a single line. RingMaster II consists of two additional telephone numbers associated with a single line.

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 A12.25.12.A.34.
- 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.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.34 RingMaster Service (Cont'd)

A13.34.2 Terms and Conditions (Cont'd)

- (T)
- (T)
- 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 Section A6., for directory listings. Other listings will also be provided under the terms and conditions described in Section A6.
 - 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.
 - 1. All numbers associated with one line will be forwarded to a single number when Call Forwarding service is activated.
 - 2. The main telephone 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. Appropriate nonrecurring charges will apply when changing from one option to the other subsequent to the establishment of RingMaster service.
 - H. RingMaster service can be suspended as specified in A2.3. During the period of suspension, no recurring charge applies.

A13.34.3 Rates

	Monthly Rate	USOC
A. Residence		
1. RingMaster service I		
(a) One additional number with distinctive ringing, per line	\$ 8.00	DRS
2. RingMaster service II		
(a) First additional number with distinctive ringing, per line	8.00	DRS1X
(b) Second additional number with distinctive ringing, per line ¹	-	DRS2X
B. Business		
1. RingMaster service I		
(a) One additional number with distinctive ringing, per line	9.00	DRS
2. RingMaster service II		
(a) First additional number with distinctive ringing, per line	11.00	DRS1X
(b) Second additional number with distinctive ringing, per line ¹	-	DRS2X

Note 1: Must be ordered with first additional number.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.46 Simplified Message Desk Interface (SMDI)

A13.46.1 General

- A. Simplified Message Desk Interface (SMDI) is a feature that provides an interface to a customer-provided message system. Call related information is passed to the customer's message system via a data link from the central office to the customer's premises. This information includes the originating telephone number (intra-office only), called telephone number, and the reason for forwarding the call (busy or don't answer).
- B. SMDI has the capability to activate and deactivate Message Waiting Indication - Audible and Audible/Visual (see A13.47) on an end user's line on an intra-office basis.

A13.46.2 Terms and Conditions

- A. SMDI is furnished only from central offices which have been arranged to provide this feature. The feature is provided subject to the availability of facilities.
- B. When calls are forwarded multiple times within the serving central office, the following options are available to determine which called number is delivered to the subscriber's voice messaging equipment.

Originally Called Directory Number (OCDN) - With OCDN, the first number that forwards within the central office serving the subscriber's voice messaging equipment is sent by the SMDI feature regardless of the number of forwarding attempts taking place before the call reaches the subscriber's voice messaging equipment.

Redirecting Directory Number (RDN) - RDN is the number of the last telephone line within the central office serving the subscriber's voice messaging equipment to forward the call to the subscriber's voice messaging equipment. The number originally dialed by the calling party is not delivered via the SMDI data link if the call is forwarded more than once or hunts through a series of lines before reaching the subscriber's voice messaging equipment.

The options available to the customer in each switch type are as follows:

A13.46.3 Rates and Charges

SWITCH TYPE	TYPE CALLED NUMBER DELIVERED
1AESS	RDN only
DMS-100	RDN or OCDN
5ESS	RDN or OCDN
EWS	RDN or OCDN

- A. Applicable service order charges as specified in Section A4. will be incurred in addition to the rates and charges following.

B. Features

1. Simplified Message Desk Interface (SMDI)

	Monthly	
	Rate	USOC
(a) Per Link - Analog (1200 bps) ¹	\$300.00	AVA
(b) Per Link - Analog (2400 bps) ^{1,2}	500.00	AVCA2
(c) Per Link - Analog (4800 bps) ^{1,2}	700.00	AVCA4
(d) Per Link - Analog (9600 bps) ^{1,2}	950.00	AVCA9
(e) Per Link - Digital (9600 bps) ^{2,3}	1,050.00	AVCD9

Note 1: Rate includes I/O Port, wiring, modem, and Network Interface in the central office. Appropriate Private Line charges apply.

Note 2: This is not available to subscribers served from a 1AESS switch.

Note 3: Rate includes I/O Port, wiring, modem, and Network Interface in the central office. Appropriate SynchroNet service charges apply.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.47 Message Waiting Indication (MWI)

A13.47.1 General

- A. Message Waiting Indication - Audible (MWI) is a feature that enables end users to receive Message Waiting Indication on their lines. SMDI (see A13.46) is used to activate or deactivate an audible alerting signal (stutter dial tone) on the end user's line notifying the end user that a message is waiting.
- C. Message Waiting Indication - Audible/Visual (MWI-A/V) is a feature that enables end users to receive audible and visual indication that a message is waiting. SMDI (see A13.46) is used to activate or deactivate an audible alerting signal (stutter dial tone) and to activate or deactivate a bulb, light, indicator, etc. on CPE adjunct devices or light equipped telephone sets.

A13.47.2 Terms, Conditions and Limitations

- A. MWI is furnished only from central offices which have been arranged to provide this feature. The feature is provided subject to the availability of facilities. (T)
- B. Message Waiting Indication (MWI and MWI-A/V) can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies. (T)
- C. The visual capability of MWI-A/V is not guaranteed to work on all network serving facilities.
- D. MWI-A/V is available to single line residence and business customers.

A13.47.3 Rates and Charges

- A. Applicable service charges as specified in Section A4, will be incurred in addition to the rates and charges following. Service charges do not apply when changing from MWI-Audible to MWI-Audible/Visual.

B. Features

1. Message Waiting Indication- Audible (MWI)			
(a) Residence, per line		\$.50	MWW
(b) Business, per line ¹		.60	MWW
2. Message Waiting Indication- Audible/Visual (MWI-A/V)			
(a) Residence, per line		.50	MWWAV
(b) Business, per line ¹		.60	MWWAV

Note 1: Rates become effective with normal billing cycles beginning January 1, 1998.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.50 Telecommunications Service Priority (TSP) System (Cont'd)

A13.50.3 Terms and Conditions

(T)

- A. Under certain conditions, it may be necessary to preempt one or more customer services with a lower (or no) restoration priority in order to install or restore NSEP telecommunications service(s). If preemption is necessary and if circumstances permit, the Company will make every reasonable effort to notify the preempted customer of the action to be taken. Credit allowance for service preemption will adhere to the provisions appearing in A2.5.
- B. No charge applies when a TSP designation is discontinued.
- C. With the exception of credit information, a customer obtaining TSP System service acknowledges and consents to the provision of certain customer service details by the Company to the Federal Government to allow for the proper maintenance and administration of the TSP System. That information includes but is not necessarily limited to:
 - Confirmation of completed TSP service orders directly to the Director, Office of Emergency Communications (OEC);
 - Verification of installation and/or restoration priority level assignment(s) with the Director, OEC;
 - Reconciliation of TSP service information with the Director, OEC, or the customer (prime service vendor).

A13.50.4 Definitions

National Security Emergency Preparedness (NSEP) Services

NSEP services are telecommunications services that are used to maintain a state of readiness or to respond to and manage any events or crises (local, national or international) which causes or could cause injury or harm to the population, damage to or loss of property, or degrade or threaten the NSEP posture of the United States.

Office of Emergency Communications (OEC)

The OEC is responsible for the day-to-day operations of the TSP System. This includes maintaining a twenty-four hour point-of-contact to handle emergency provisioning requests, assigning priority levels and Authorization Codes and maintaining data on TSP assignments.

Prime Vendor

The service vendor from whom the service user or its authorized agent orders service.

Priority Installation (PI)

Provisioning, on a priority basis, of a new TSP service authorized as so urgent that it must be provided earlier than the Company's standard provisioning interval.

Priority Restoration (PR)

Restoration, on a priority basis, of an existing TSP service for which any interruption would have serious adverse impact on the supported NSEP function.

Subcontractor

The service vendor from whom the prime vendor obtains service for the completion of the prime vendor's end-to-end service.

Telecommunications Service Priority (TSP) System

TSP is a structured coding scheme that establishes the order in which NSEP services are to be installed or restored in the event of an emergency. The TSP System was developed to ensure priority treatment of the nation's most important telecommunications services.

TSP Authorization Code

A twelve character code that identifies an NSEP TSP service and denotes the order in which that service is to be provisioned (installed) and/or restored.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.51 (DELETED) (Cont'd)

A13.52 Reserved For Future Use

A13.53 Multiline Hunt Queuing

A13.53.1 Definitions

- A. Queuing provides the capability to automatically queue calls to a Multiline Hunt Group when all lines in the hunt group are busy.
- B. Applicable service order charges as specified in Section A4. will be incurred in addition to the rates and charges following. (T)

A13.53.2 Rates and Charges

- A. Central Office Feature Options
 - 1. Queuing

	Nonrecurring Charge	Monthly Rate	USOC
(a) Per Multiline Hunt Group	\$125.00	\$9.00	QLMHG
(b) Per Multiline Hunt Group with Delay Announcement	325.00	45.00	QLHDA
(c) Per Multiline Hunt Group with Call Waiting Lamps	175.00	15.00	QLHCW

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.53 Multiline Hunt Queuing (Cont'd)

A13.53.2 Rates and Charges (Cont'd)

A. Central Office Feature Options (Cont'd)

1. Queuing (Cont'd)

	Nonrecurring Charge	Monthly Rate	USOC
(d) Per Multiline Hunt Group with Delay Announcement and Call Waiting Lamps	\$350.00	\$50.00	QLHGD
(e) Per Line Arranged for Queuing	1.00	-	QSC
(f) Per Queue Slot	12.00	-	QSCPQ
(g) Delay Announcement, Per Channel	100.00	30.00	BEXPC
(h) Delay Announcement, Per Trunk	90.00	7.00	BEXPT
(i) Music After Delay Announcement, Per Channel ^{1,2}	100.00	30.00	BE2PC
(j) Music After Delay Announcement, Per Trunk ^{1,2}	90.00	12.00	BE2PT
(k) Call Waiting Indication, Per Unique Timing State ^{2,3}	45.00	10.00	A7G

A13.54 Reserved For Future Use

A13.55 Reserved For Future Use

Note 1: Requires compatible customer premises equipment.

Note 2: Rates and charges for a local channel as specified in Section B3. of the Private Line *Guidebook* also apply. (T)

Note 3: This feature provides for access to customer-provided features which may require compatible customer premises equipment.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.59 Reserved For Future Use

A13.60 Custom Service Area (CSA)

A13.60.1 Description of Service

- A.** Custom Service Area (CSA) service is an optional service which will allow the customer to define a specific geographical area within the LATA from which the customer can receive calls.
 - 1. UAN service as provided in A113.58 preceding is required in conjunction with CSA.
 - 2. A CSA is established on a customer specific basis.
 - 3. The CSA function is provided as a blocking capability. Blocking is performed on an end office basis only and requires blocking of every NXX in that end office.

A13.60.2 Terms and Conditions

- A.** When establishing a CSA, a nonrecurring charge applies per end office blocked.
- B.** Recurring charges are applied per end office blocked.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.59 Reserved For Future Use

A13.60 Custom Service Area (CSA)

A13.60.1 Description of Service

- A.** Custom Service Area (CSA) service is an optional service which will allow the customer to define a specific geographical area within the LATA from which the customer can receive calls.
 - 1. UAN service as provided in A113.58 preceding is required in conjunction with CSA.
 - 2. A CSA is established on a customer specific basis.
 - 3. The CSA function is provided as a blocking capability. Blocking is performed on an end office basis only and requires blocking of every NXX in that end office.

A13.60.2 Terms and Conditions

- A.** When establishing a CSA, a nonrecurring charge applies per end office blocked.
- B.** Recurring charges are applied per end office blocked.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.62 Call Detail Information (Cont'd)

A13.62.2 Terms and Conditions

- A. Call Detail Information may be offered where facilities permit and where the Company's message billing process has been arranged to provide this optional feature.
- B. Call Detail Information is not represented to be a provision of billing detail.

A13.62.3 Rates and Charges

- A. Call Detail Information

(1) Monthly Record

- (a) Per occasion
- (2) Per message

Nonrecurring Charge	Monthly Rate	USOC
\$1,025.00	\$60.00	CDU

(a) Each

Rate	USOC
\$.005	NA

A13.63 Reserved For Future Use

A13.64 Reserved For Future Use

A13.65 Reserved For Future Use

A13.66 Reserved For Future Use

A13.67 Reserved For Future Use

A13.68 Reserved For Future Use

A13.69 Reserved For Future Use

A13.70 Privacy Manager Service

A13.70.1 Definition of Feature Offering

- A. Privacy Manager service will provide Caller ID subscribers with the ability to identify unavailable, unknown, blocked and private numbers. Privacy Manager service will intercept all unidentified calls before the subscribers telephone rings. If the call is marked private, the caller will be asked to press 1 to deliver his/her calling information. On unavailable or unknown numbers, the caller will be asked to state their name. Once the calling party is identified, the service will ring the subscriber and announce the calling party's information. The subscriber has the option to accept the call, reject the call, or send a "Do Not Solicit" message to a telemarketer. Privacy Manager service allows the subscriber to assign a special passcode giving callers of his/her choice the ability to bypass Privacy Manager service. Subscribers may also switch Privacy Manager service on or off from his/her own phone.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.70 Privacy Manager Service (Cont'd)

A13.70.2 Terms, Conditions and Limitations of Service

A. The following *terms, conditions* and limitations apply:

1. Privacy Manager service is provided subject to the availability of facilities.
2. Privacy Manager service is available to single and multi-line residence customers.
3. Privacy Manager service is not compatible with Calling Number Delivery Blocking-Permanent, Internet Call Waiting Service, FX, FCO or ISDN. Privacy Manager service may not be compatible with RingMaster service in all switch types.
4. Caller ID and Touch-Tone service are required in order to subscribe to Privacy Manager service.
5. Privacy Manager service can be suspended as specified in A2.3. During the period of suspension, no recurring charge applies.

(T)
(T)

A13.70.3 Rates and Charges

A. The following rates and charges are for Privacy Manager service only and are in addition to the applicable service charges and monthly rates for exchange access lines and other services with which this service is associated.

1. Residence

	Monthly	
	Rate	USOC
(a) Per line except Complete Choice plan lines	\$9.00	PMX1R
(b) Per Complete Choice plan line	9.00	PMX1R

A13.71 Reserved for Future Use

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.72 Inter-Switch Simplified Message Desk Interface

A13.72.1 General

- A. Inter-Switch Simplified Message Desk Interface (ISMDI) service provides subscribers with the capability of receiving call information over a data link interface for use with voice messaging system (VMS) equipment. Only call information routed over the Public Switched Telephone Network using the Common Channel Signaling/Signaling System 7 (CCS/SS7) network is available for ISMDI. The ISMDI data link must be associated with a voice level hunt group assigned to the VMS subscriber. Incoming call data available from the CCS/SS7 network includes the number called, the type of incoming call (direct or forwarding due to busy or no answer), the forwarding number, and the calling number. The telephone numbers are provided as ten digit Directory Numbers.
- B. ISMDI provides the capability for the VMS provider to transmits data messages over the data link to the ISMDI host switch for use in delivering message waiting notification to VMS client users. These data messages will enable the VMS subscriber to activate or deactivate message waiting indicators (MWI) on VMS client station lines served by ISMDI compatible central offices.
- C. The subscriber had the option of specifying an SS7 Point Code to which MWI messages are to be routed.

A13.72.2 Terms and Conditions

- A. ISMDI is furnished only from BellSouth central offices which have been equipped and arranged as host locations to provide this service. (T)
- B. Compatible private facilities, such as Private Line Service or SynchroNet service, are required as a data link between the serving central office and the subscriber's equipment. Rates and charges for these facilities are as specified in the *Private Line Guidebook*. (T)
- C. In addition to the ISMDI data link, a voice level hunt group is required between the ISMDI host office and the voice messaging system at the subscriber's premises at the rates and charges specified in other sections of this *Guidebook*. The lead telephone number associated with this hunt group must be used for any voice messaging systems that utilize a data link sanity check or "heartbeat" capability. The lead telephone number should not be equipped with Message Waiting Indication (MWI) capability, and the activate MWI message should be programmed in the voice messaging system for the purpose of executing the sanity check capability. (T)
- D. Network errors generated by voice messaging systems attempting to activate or deactivate MWI to telephone numbers that are invalid or no longer served by an ISMDI compatible central office or to station lines that are not equipped with the MWI capability, other than the lead telephone number used for the sanity check, may be cause for suspension of service until the problem is corrected. The ISMDI subscriber will be notified as soon as possible upon detection of excessive network errors and must take immediate corrective action to avoid suspension of service.
- E. A subscriber to this service is obligated for a minimum service period of 12 months.
- F. If the SS7 Point Code for MWI option is requested, the subscriber is required to provide a list of the NPA-NNXs to which MWI messages will be routed. The NPA-NNXs provided must belong to the carrier with which the subscriber has an arrangement. The destination carrier must have an SS7 interconnection with the BellSouth network. The MWI messages are ANSI SS7 TCAP Inter-Switch Voice Mail (ISVM) messages. The nonrecurring charge in A13.72.3.B.3 will be applicable for establishing new service, for modification of existing service, and for verification of existing service.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.72 Inter-Switch Simplified Message Desk Interface (Cont'd)

A13.72.3 Rates and Charges

A. Applicable service charges as specified in Section A4. will be incurred in addition to the rates and charges following. Rates and charges for other features and services utilized by the subscriber will also apply. (T)

B. Features

1. Inter-Switch Simplified Message Desk Interface - Analog¹

	Monthly Rate	USOC
(a) Per Link (1200 bps)	\$ 1,855.00	AVBL1
(b) Per Link (2400 bps) ²	2,215.00	AVBL2
(c) Per Link (4800 bps) ²	3,200.00	AVBL4
(d) Per Link (9600 bps) ²	5,010.00	AVBL9

2. Inter-Switch Simplified Message Desk Interface – Digital³

(a) Per Link (9600 bps) ²	5,400.00	AVBD9
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3. SS7 Point Code for MWI

	Nonrecurring Charge	USOC
(a) Per Point Code	6,800.00	AVBLM

Note 1: Appropriate Private Line Service charges apply.

Note 2: This is not available to subscribers served from a 1AESS switch.

Note 3: Appropriate SynchroNet service charges apply.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.77 Voice Mail Calling Features Package a.k.a. Voice Mail Companion Services Package

A13.77.1 Definition of Service

- A. The Voice Mail Calling Features Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. All services available as part of this package are optionally available on an individual basis. The Voice Mail Calling Features Package consists of the following services (where available):

Call Forwarding Don't Answer or Call Forwarding Don't Answer – Ring Control

Call Forwarding Busy Line and/or Star 98 Access

The following optional features are also available as part of the package:

Message Waiting Indication - Audible or Message Waiting Indication – Audible/Visual

A13.77.2 Terms, Conditions and Limitations of Service

- A. The following *terms, conditions* and limitations apply:
 - 1. All *terms, conditions* and restrictions which normally apply to the services when they are individually provided also apply when they are provided as part of this package. (T)
 - 2. All services are furnished only from central offices which have been arranged to provide these services. The services are provided subject to availability of facilities. (T)
 - 3. The Voice Mail Calling Features Package can be suspended as specified in A2. The monthly rate for this service does not apply for the suspension period. (T)
 - 4. The Voice Mail Calling Features Package is only available to individual line residence and business subscribers.
 - 5. Service Charges as provided in A4 apply for the Voice Mail Calling Features Package.

A13.77.3 Rates and Charges

- A. The Voice Mail Calling Features Package is offered at the following rate:
 - 1. Per line equipped

	Monthly Rate	USOC
(a) Residence	\$2.00	S98PK
(b) Business	8.60	S98CP

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service

A13.79.1 General

- A.** 211 Dialing Service (“211”) is a three digit local dialing arrangement available in specified areas, with BellSouth Telecommunications, Inc. (“Company”) for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
- B.** 211 is available in BellSouth Territory only. To provide access to a 211 number to end users in an independent company territory or to a competitive local exchange companies (CLEC) end user within the local calling area, the 211 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- C.** The Local Calling Area of the 211 subscriber will be the Basic Local Calling Area as defined in A3.3, as facilities permit. If local calling areas are merged, and a 211 number exists in both areas, the 211 subscriber who established the 211 Service first in time will be entitled to retain the 211 in the merged local calling area. (T)
- D.** The service is furnished subject to the availability of the 211 number.
- E.** 211 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc).
- F.** Limitations and use of service as stated in Section A2. apply. (T)
- G.** Directory Listings may be provided for 211 at rates, *terms and conditions* as specified in Section A6. (T)
- H.** Access to 211 is not available to the following classes of service:
- Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - 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. preceding.
- 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. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service (Cont'd)

A13.79.2 Service Requirements and Conditions

- A. All requests for 211 must be submitted in writing to the Louisiana 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 A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.
- C. The 211 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 211 number by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 211 codes. If a recall is affected, the Company will work with all 211 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 211 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate *guidebook* rates for the establishment of the new access arrangement. (T)
- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to the same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections A3. and A4., will apply. (T)
- E. The 211 Dialing Service is provided where facilities permit.
- F. The 211 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach community information and referral services provided by dialing 211.
- G. The 211 subscriber should work separately with competitive local exchange providers to ascertain that its end user customers will be able to reach community information and referral services provided by dialing 211.
- H. 211 will be provided under the following conditions.
 1. For network sizing and protection, the 211 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 211.
 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 211 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 211 Dialing Service.
 3. The 211 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 4. The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 5. Suspension of 211 Dialing Service as covered in Section A2. is not applicable for this service. (T)
 6. The 211 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. If requested by the Company, the 211 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 211 service.
 7. A written notice will be sent to any 211 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service (Cont'd)

A13.79.2 Service Requirements and Conditions (Cont'd)

- I. If a pre-recorded announcement is provided by the 211 subscriber, the following conditions apply.
 - 1. The 211 subscriber will provide announcements. The Company will provide only the delivery of the call.
 - 2. 211 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 211 subscriber from sponsoring the same or similar announcement or recorded program service.
 - 3. The provision of access to the 211 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 - 4. The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - 5. The 211 subscriber assumes, according to other specific rates and charges under *this guidebook*, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises. (T)
- J. The Company may take all legal and practical steps to disassociate itself from 211 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber. (T)

A13.79.3 Obligations of the Competitive Local Exchange Carrier (CLEC)

- A. In those instances where a CLEC provides 211 access to its end user within the local calling area, terms and conditions for 211 Dialing Service are as defined in the appropriate Interconnection Agreement.
 - 1. For purposes of providing a CLEC end user access to the 211 provider within the local calling area, appropriate arrangements must be made by the CLEC with the 211 provider serving the local calling area.
 - 2. A CLEC may negotiate the provision of directory listings as defined in the Interconnection Agreement.

A13.79.4 Rates and Charges

- A. Application of Rates
 - 1. A Service Establishment charge shall apply per basic local calling area.
 - 2. 211 subscribers will pay the normal *guidebook* charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 211 subscriber's designated premises. (T)
 - 3. Applicable service order charges as specified in Section A4. will apply, in addition to the following rates. (T)
 - 4. A Central Office Activation charge will apply per central office switch translated to the lead number.
 - 5. A charge will apply to changes to the point-to number at the subscriber's request, per 211 Dialing Service, per central office switch within the basic calling area.
- B. Charges applicable to the 211 Dialing Service Subscriber
 - 1. Service Establishment Charge

	Nonrecurring Charge	USOC
(a) Per Basic Local Calling Area	\$389.90	211SE
2. Central Office Activation		
(a) Per Central Office	150.00	211CC
3. Change of Point-to Number by Subscriber		
(a) Per Central Office	13.50	211AP

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.80 711 Dialing Code for Telephone 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 BellSouth in BellSouth 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. The 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. (T)
- F. Directory Listings may be provided for 711 at no charge.
- G. Access to 711 is not available to the following classes of service:
 - Hotel/Motel/Hospital Service (toll call only)
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A
 In addition, operator assisted calls to the 711 will not be completed.
- E. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
- F. An “affiliate” of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the TRS entity. The term “control” (including the terms “controlling”, “controlled by”, and “under common control with”) means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

A13.80.2 Service Requirements and Conditions

- A. Requests for 711 Dialing Code must be submitted in writing to the Louisiana Public Service Commission, for the assignment of the 711 code.
- B. The Company will implement the TRS entity’s request within a reasonable time, given the complexity of the order. If, during or at the end of the provisioning period, the TRS entity has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the number will be considered available for reassignment as specified in A. preceding.
- 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 effected, 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 *guidebook* rates for the establishment of the new access arrangement. (T)
- D. Only one 10-digit toll free number may be used as the lead number per basic local calling area.
- E. The 711 Dialing Code is provided where facilities permit.
- F. TRS entity should work separately with cellular companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- G. TRS entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.80 711 Dialing Code for Telephone Relay Service (TRS) (Cont'd)

A13.80.2 Service Requirements and Conditions (Cont'd)

- H.** 711 Dialing Code will be provided under the following conditions.
1. For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to the 711 dialing code.
 2. The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgement of the Company, to adequately handle calls to 711 without impairing the Company's general telephone service or telephone plant.
 3. The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 4. The TRS entity is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of libel and slander.
 5. The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 711. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.
 6. A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the TRS entity is unwilling to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- I.** If a pre-recorded announcement is provided by the TRS entity, the following conditions apply.
1. The TRS entity will provide announcements. The company will provide only the delivery of the call.
 2. The provision of access to the 711 network by the Company for the transmission of announcement is subject to availability of such facilities and the requirements of the local exchange network.
 3. The TRS entity assumes all financial responsibility for all costs involved in providing announcement including, but not limited to, the recorder-announcement equipment located on the TRS entity's premises.
 4. The TRS entity assumes, according to other specific rates and charges under *this guidebook*, all financial responsibility for all facilities required, to connect the recorder-announcement equipment located on the TRS entity's premises. (T)
- J.** The Company may take all legal and practical steps to disassociate itself from TRS entity providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K.** In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity. (T)

A13.80.3 Obligations of the Competitive Local Exchange Carrier (CLEC)

- A.** In those instances where a CLEC provides the 711 to its end user within the local calling area, terms and conditions for 711 dialing code are as defined in the appropriate Interconnection Agreement.
1. For purposes of providing a CLEC end user access to the TRS entity within the local calling area, appropriate arrangements must be made by the CLEC with the TRS entity serving the local calling area.
 2. A CLEC may negotiate the provision of directory listing as defined in the Interconnection Agreement.

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, with BellSouth Telecommunications, Inc. ("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 BellSouth in BellSouth 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 511 first in time will be entitled to retain the 511 number in the merged local calling area. (T)
- D. This service is subject to the availability of 511 numbers.
- E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- F. Limitations and use of service as stated in Section A2. apply. (T)
- G. Directory Listings may be provided for 511 at rates, *terms and conditions* as specified in Section A6. (T)
- H. Access to 511 is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Credit Card, 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. preceding.
- L. Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service (Cont'd)

A13.81.2 Service Requirements and Conditions

- A. All requests for 511 must be submitted in writing to the Louisiana Public Service Commission. The Commission will allocate the 511 code in the specified BLCAs based upon requirements and/or standards established by the FCC.
- B. Within 30 days of the number assignment, the 511 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.
If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.
- C. The 511 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is affected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 511 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate *guidebook* rates for the establishment of the new access arrangement. (T)
- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to the same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections A3. and A4., of this *Guidebook* will apply. (T)
- E. The 511 Dialing Service is provided where facilities permit.
- F. The 511 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach travel information services provided by dialing 511.
- G. The 511 subscriber should work separately with competitive local exchange companies to ascertain that its end user customers will be able to reach travel information services provided by dialing 511.
- H. 511 will be provided under the following conditions.
 1. For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 511.
 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 511 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 511 Dialing Service.
 3. The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 4. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 5. Suspension of 511 as covered in Section A2. is not applicable for this service. (T)
 6. The 511 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 511 number. If requested by the Company, the 511 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.
 7. A written notice will be sent to any 511 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service (Cont'd)

A13.81.2 Service Requirements and Conditions (Cont'd)

- I. If a pre-recorded announcement is provided by the 511 subscriber, the following conditions apply.
 - 1. The 511 subscriber will provide announcements. The Company will provide only the delivery of the call.
 - 2. 511 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 511 subscriber from sponsoring the same or similar announcement or recorded program service.
 - 3. The provision of access to the 511 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 - 4. The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - 5. The 511 subscriber assumes, according to other specific rates and charges under *the guidebook*, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises. (T)
- J. The Company may take all legal and practical steps to disassociate itself from 511 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber. (T)

A13.81.3 Obligations of the Competitive Local Exchange Carrier (CLEC)

- A. In those instances where a CLEC provides the 511 to its end user within the local calling area, terms and conditions for 511 are as defined in the appropriate Interconnection Agreement.
 - 1. For purposes of providing a CLEC end user access to the 511 provider within the local calling area, appropriate arrangements must be made by the CLEC with the 511 provider serving the local calling area.
 - 2. A CLEC may negotiate the provision of directory listings as defined in the Interconnection Agreement.

A13.81.4 Rates and Charges

- A. Application of Rates
 - 1. A Service Establishment charge shall apply per basic local calling area.
 - 2. 511 subscribers will pay the normal *guidebook* charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 511 subscriber's designated premises. (T)
 - 3. Applicable service order charges as specified in Section A4. will apply, in addition to the following rates. (T)
 - 4. A Central Office Activation charge will apply per central office switch translated to the lead number.
 - 5. A charge will apply to changes to the point-to number at the subscriber's request, per 511 Dialing Service, per central office switch within the basic calling area.
- B. Charges applicable to the 511 Dialing Service Subscriber
 - 1. Service Establishment Charge

	Nonrecurring Charge	USOC
(a) Per Basic Local Calling Area	\$389.90	511SE
2. Central Office Activation		
(a) Per Central Office	150.00	511CC
3. Change of Point-to Number by Subscriber		
(a) Per Central Office	13.50	511AP

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, with BellSouth Telecommunications, Inc. ("Company"), for delivery of general information via voice grade facilities. The Federal Communications Commission (FCC) in CC Docket 92-105, assigned 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 BellSouth in BellSouth 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 number exists in both areas, the 311 subscriber who established 311 first in time will be entitled to retain the 311 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 BellSouth 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. (T)
- G. Directory Listings may be provided for 311 for Non-Emergency Municipal Use at rates, *terms and conditions* as specified in Section A6. (T)
- H. Access to 311 is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - 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. preceding.
- L. Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of 60 days, when the 311 subscriber is a Company subscriber. The announcement provided may refer the caller to another telephone number.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.82 311 for Non-Emergency Municipal Use (Cont'd)

A13.82.2 Service Requirements and Conditions

- A. All requests for 311 must be submitted in writing to the Louisiana Public Service Commission. The Commission will allocate the 311 code in the specified central office based upon requirements and/or standards established by the FCC.
- B. Within 30 days of the number assignment by the Louisiana Public Service Commission, the 311 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 311 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.
If during this period, the 311 subscriber has failed to establish service or decides to discontinue service establishment, the 311 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.
- C. The 311 subscriber must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 311 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions identified by the FCC in CC Docket 92-105 regarding the use and return of such 311 codes. If a recall is affected, the Company will work with all 311 subscribers affected by such recall to transfer their service arrangements to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 311 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 311 subscriber will be charged the appropriate *guidebook* rates for the establishment of the new access arrangement. (T)
- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per central office. Appropriate rates from Sections A3. and A4., will apply. (T)
- E. The 311 is provided where facilities permit.
- F. The 311 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach non-emergency services provided by dialing 311.
- G. The 311 subscriber should work separately with competitive local exchange companies to ascertain that its end user customers will be able to reach non-emergency services provided by dialing 311.
- H. 311 will be provided under the following conditions.
 - 1. For network sizing and protection, the 311 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 311.
 - 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 311 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 311 Dialing Service.
 - 3. The 311 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 - 4. The 311 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - 5. Suspension of 311 as covered in Section A2. is not applicable for this service. (T)
 - 6. The 311 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 311 number. If requested by the Company, the 311 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 311 service.
 - 7. A written notice will be sent to any 311 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 311 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.82 311 for Non-Emergency Municipal Use (Cont'd)

A13.82.2 Service Requirements and Conditions (Cont'd)

- I. If a pre-recorded announcement is provided by the 311 subscriber, the following conditions apply.
 - 1. The 311 subscriber will provide announcements. The Company will provide only the delivery of the call.
 - 2. 311 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 311 subscriber from sponsoring the same or similar announcement or recorded program service.
 - 3. The provision of access to the 311 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 - 4. The 311 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - 5. The 311 subscriber assumes, according to other specific rates and charges under *this guidebook*, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises. (T)
- J. The Company may take all legal and practical steps to disassociate itself from 311 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber. (T)
- L. The municipality ordering the service must establish procedures to deal with calls from those within the central office but outside of their jurisdiction.

A13.82.3 Obligations of the Competitive Local Exchange Carrier (CLEC)

- A. In those instances where a CLEC provides the 311 to its end user per central office switch, terms and conditions for 311 are as defined in the appropriate Interconnection Agreement.
 - 1. For purposes of providing a CLEC end user access to the 311 subscriber per central office switch, appropriate arrangements must be made by the CLEC with the 311 subscriber.
 - 2. A CLEC may negotiate the provision of directory listings as defined in the Interconnection Agreement.

A13.82.4 Rates and Charges

- A. Application of Rates
 - 1. A Service Establishment charge shall apply per central office.
 - 2. 311 subscribers will pay the normal *guidebook* charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 311 subscriber's designated premises. (T)
 - 3. Applicable service order charges as specified in Section A4. will apply, in addition to the following rates. (T)
 - 4. A Central Office Activation charge will apply per central office switch translated to the lead number.
 - 5. A charge will apply to changes to the point-to number at the subscriber's request, per 311 Service, per central office switch.
- B. Charges applicable to the 311 For Non-Emergency Municipal Use Subscriber
 - 1. Service Establishment Charge

	Nonrecurring Charge	USOC
(a) Per Central Office	\$467.00	311SE
2. Central Office Activation		
(a) Per Central Office	84.00	311CC
3. Change of Point-to Number by Subscriber		
(a) Per Central Office	4.00	311AP