

TARIFF DISTRIBUTION

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A1. DEFINITIONS OF TERMS

SECRETARIAL LINES

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

SEMIPRIVATE TELEPHONE NUMBER

See "Non-Listed" Telephone Number.

SERVICE CONNECTION CHARGE

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

SERVICE EXPEDITING CHARGE

When a customer requests that service be provided in advance of normal service intervals, and the Company is able to comply, a Service Expediting Charge applies.

SERVICE LINE

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

SERVICE POINTS

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

SERVICE STATION

See "Station."

SERVING CENTRAL OFFICE

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

SHARED TENANT SERVICE

Shared Tenant Service is a shared service arrangement which allows business local exchange service to be resold subject to terms and conditions specified in Section A127.

STATION

A unit of service, complete with all instrumentalities (e.g., telephone set, connecting block, inside wiring, protection apparatus, drop or block wiring) and lines (circuits), so arranged as to permit sending and receiving messages through the exchange and long distance network. Also denotes a termination of an individual exchange line or PBX trunk provided in accordance with the provisions of this Guidebook, in Company switching equipment located in an exchange foreign to the exchange in which the customer is located.

A2. GENERAL TERMS AND CONDITIONS

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

A2.3.3 (DELETED)

A2.3.4 Reserved For Future Use

A2.3.5 Application For Service

- A. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, terms and conditions from time to time in force and effect.
- B. The Company reserves the right to refuse service to any applicant who is found to be indebted for charges to the Company for telephone service provided in Louisiana or in any other state in which the Company operates until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness. (T)
- C. If telephone service is established and it is subsequently determined that either condition in A2.3.5.B. preceding exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.
- D. When an application for service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are canceled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge, however, is not to exceed all charges which would apply if the work involved in complying with the request had been completed.
- E. When equipment has been ordered for the specific needs of a subscriber and the installation thereof is unduly delayed by or at the request of the subscriber, appropriate charges apply for such equipment for the period of the delay.
- F. When a subscriber requests a change in location of all or a part of the facilities covered by his application for service, or requests additions, rearrangements or modifications of his existing service and equipment prior to completion of the work involved, he is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.
- G. Under certain circumstances, funds provided under the American Recovery and Reinvestment Act of 2009 ("ARRA") may be subject to certain restrictions, requirements and reporting obligations. The Company may be subject to some of these restrictions, requirements and reporting obligations when services and service components are purchased with ARRA funds. In order to comply with the restrictions, requirements and reporting obligations associated with the use of ARRA funds (if any), the Company must be apprised of them before provisioning the services or service components. Accordingly, the services and service components provided under this Guidebook shall not be used to support the performance of any portion of a project or program which has been funded in whole or in part with grants, loans or payments made pursuant to the ARRA, without the prior written agreement of the Company and Customer regarding any specifically applicable terms, conditions and requirements. Customer shall provide the Company with prior written notice before placing any order that may be funded in whole or in part with ARRA funds. If Customer fails to provide such prior written notice of ARRA funding; or if the parties cannot agree on the terms and conditions (if any) applicable to an ARRA funded order; or if any terms, conditions or requirements (other than those to which the Company specifically agrees in such separate writing) are found to be applicable, then the Company may, in its sole discretion, reject such order or immediately terminate the provision of any affected service or service component without further liability or obligation.

A2.3.6 Application Of Rates For Business And Residence Service

- A. In general business rates apply at business locations and residence rates apply at residence locations as illustrated by the situations described in B. and C. following.
- B. Business rates apply for:
 - 1. Offices, stores, factories, mines and all other places of a strictly business nature.
 - 2. Offices of hotels, boarding houses, and apartment houses; colleges, quarters occupied by clubs and fraternal societies, private schools, hospitals, nursing homes, libraries and other institutions. For the purpose of this Guidebook, a boarding house is defined as a structure where rooms are rented or boarders taken.
 - 3. Services provided pursuant to Sharing and Resale of Basic Local Exchange Service (Section A127.), even though residence client charge and residence directory listing may apply.
 - 4. Service terminating solely on the secretarial facilities of a telephone answering bureau.

A2. GENERAL TERMS AND CONDITIONS

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

A2.4.8 Variable Term Payment Plan (Cont'd)

O. Requests For Changes In Length Of Optional Payment Period

Subsequent to the establishment of service for an item furnished under a Variable Term Payment Plan period and prior to the completion of that period, the existing payment period may be replaced by currently offered payment period at the current rates, subject to the following conditions:

1. No credit will be given for payments made during the formerly selected period. However, nonrecurring charges will not be reapplied.
2. The new payment period begins with date requested.
3. No termination charge applies for the former payment period provided the customer selects a new payment period equal to or longer than the time remaining under the service's former payment period. Otherwise, a termination charge applies for the former payment period.
4. A service order charge will not apply.
5. The new payment period, selected by the customer for an item of service must be shorter than the time remaining in the service's existing payment period.

P. Renewal Options

The customer has the following renewal options:

1. Prior to completion of the current payment period, any period available under the VTPP may be selected. The rates in effect for new customers at the time the renewal is effective will apply. The customer will be charged the current rate for the renewal payment period commencing the day following completion of the prior payment period.
2. Service may be continued on a month-to-month basis at the current rate for the one-month payment period, unless otherwise specified in service guidebooks. The customer has no additional service commitment and, consequently, when service is terminated will not be subject to any termination charge. The one-month service will be subject to Company-initiated rate adjustments.
3. If the customer does not elect an additional payment period and does not request discontinuance of service, service will be continued at the monthly rate currently in effect for the one-month payment period under the terms described in A2.4.8.P.2. preceding.
4. If the expiration date for any service differs from the installed service's existing expiration date, the customer must choose a new payment period for the item (at the time of expiration) according to the terms and conditions as specified in A2.4.8.E.3., E.4., F.3., F.4., I.2., I.3., and O.
5. The Company may discontinue or change any or all renewal options.
6. Upon expiration, Letters of Election executed on or after May 1, 2005, shall automatically renew for an additional one-year term under the same rates, terms and conditions in effect under the original Letter of Election, unless the Subscriber or the company provides written notice of its intent not to renew the Letter of Election at least sixty (60) days prior to the expiration of the initial term or any subsequent additional one-year term.

(T)

In accordance with Senate Bill No. 802 (Act 906) passed during the 2010 Louisiana Legislative Session, all contracts entered into on or after January 1, 2011 shall disclose the automatic renewal clause clearly and conspicuously in the contract or contract offer. Also, it shall disclose clearly and conspicuously how to cancel the contract during the initial term of the contract, contract offer or with delivery of products and services.

Q. Transfer Of Service

Service may be transferred to a new customer at the same location upon prior written concurrence by the Company and payment of a transfer charge by the new customer as specified in service guidebooks. The new customer will be subject to all provisions currently reflected in the service agreement, except as otherwise specified in A2.4.8.N.6. preceding.

R. Suspension Of Service

Temporary suspension of service, as provided elsewhere in this Guidebook, is not applicable to service furnished under the Variable Term Payment Plan.

A2. GENERAL TERMS AND CONDITIONS

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

A2.4.10 Payment Plan For Contract Services (Cont'd)

H. Renewal Options

1. The customer has the following renewal options:
 - a. Prior to completion of the current payment period, any period available under the PPCS may be selected at the rates in effect for new customers at the time of the renewal. The customer will be charged the current rate for the newly selected payment period, commencing the day following completion of the prior payment period.
 - b. Service may be continued on a month-to-month basis at the current rate for the one-month payment period, unless otherwise specified in this Guidebook. The customer has no additional service commitment and, consequently, when service is terminated will not be subject to any termination charge. The one month service will be subject to Company-initiated rate adjustments when approved by the appropriate regulatory authority.
 - c. If the customer does not elect an additional payment period or does not request discontinuance of service, service will be continued at the monthly rate currently in effect for the month-to-month payment rate, under the terms specified in b. preceding.
2. Service connection charges are not applicable for services renewed under the PPCS. Any new rate elements added at the time of renewal will be subject to all appropriate service connection charges and other nonrecurring charges.
3. The Company may discontinue or change any or all renewal options. (T)
4. When a customer renews a PPCS arrangement, the rates and charges in effect on the first day of service of the renewal will apply.
5. Recognition of previous service will be given to customers who renew an existing PPCS arrangement, for all associated rate elements at the same location(s), provided that the length of the new PPCS arrangement is at least the minimum number of months allowable under Payment Plan A or equals/exceeds the remaining service period of the original PPCS arrangement, whichever is greater.
6. Recognition of previous service will be given to month-to-month customers with a service date of January 1, 1994 or later who convert to a PPCS arrangement, provided the minimum service period has been met. For customers whose service date is January 1, 1994 or earlier, recognition will be given for the previous service back to January 1, 1994. For customers whose service date is later than January 1, 1994, recognition for the previous service will be given back to the actual service date.
7. To determine the appropriate PPCS for the renewed arrangement, recognition of service will consist of the sum of months in service of the completed service arrangement and the sum of the months of the proposed service period of the CSPP arrangement. For example, a PPCS arrangement for a thirty-six month service period under Payment Plan A is renewed for twenty-four months with no changes at the end of the thirty-six month period. The sum of months for the completed and proposed service periods would equal sixty months and would be billed under Payment Plan B. Another example is a Month-to-Month customer, in service for fifteen months, who wishes to convert to a sixty month PPCS arrangement with no changes. The combined service period of the Month-to-Month arrangement and the PPCS arrangement is equal to seventy-five months, which would be billed under Payment Plan C.

I. Transfer of Service

1. Service may be transferred to a new customer at the same location upon prior written concurrence by the new customer as specified in this Guidebook. This does not constitute a disconnect of service or a discontinuance of an existing PPCS arrangement. The new customer will be subject to all provisions and equipment configurations currently in effect for the previous customer. Terms and conditions concerning transfer of service between subscribers as stated in other sections of this Guidebook also apply under PPCS.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.18 Concession Service (Cont'd)

A3.18.2 Charitable Institutions (Cont'd)

- C. Provide a majority of its services free of charge and utilize any compensation received for its services wholly in the prosecution of its charitable work, not resulting in any profit to the organization or any member thereof.
- D. Are engaged principally in the furnishing of direct aid to the physical health and comfort of human beings in the form of money, services, or necessary commodities. For determining eligibility for concession service, those corporations, associations and institutions whose principle work is the elevation or enlightenment of minds or morals, or the reformation, punishment, or correction of acts, habits or mental conditions, or the enforcement of law, or the protection of rights, are not to be classed as charitable institutions.
- E. Communication equipment furnished at concession rates for charitable institutions must be located in the administrative offices, institutional buildings or any of the branches thereof.

A3.18.3 Clergyman (Obsoleted, See A103.18)

A3.19 Grouping Service

A3.19.1 General

Grouping service is a combination of two or more individual lines connected to the central office so that incoming calls to the listed number overflow to the next available line if the listed number is busy. This service is available with flat, Local Optional Service Option B, measured or message rate business individual lines, BellSouth Business Plus service lines, business PBX trunks, ESSX service Network Access Register (NARs), MultiServ PLUS service NARs, and BellSouth Centrex service NARs.

A3.19.2 Rates

A. Business

A monthly rate for a grouping service applies for each line in addition to the regular business individual line, BellSouth Business Plus service lines, business PBX trunk, MultiServ PLUS service NAR, BellSouth Centrex service NAR, or ESSX service NAR rate.

	Monthly Rate	USOC
(1) Grouping Service - Flat, Measured or Message Rate		
(a) UNE Zones 1-3	\$46.00	HTG
(b) Local Optional Service Option B	15.50	HTG1B
(c) Measured Rate Service UNE Zones 1 - 3	46.00	HTGME

B. Residence¹

1. A monthly rate for grouping service only applies when a subscriber has at least four, but no more than ten lines in a grouping arrangement at a private residence location where a business listing is not employed in the Company's directory. If more than ten lines are required in a grouping arrangement, business grouping service rates must apply for all lines in the grouping arrangement. See Section A2 for additional **terms and conditions**. (T)
2. In accordance with the Louisiana Public Service Commission Order No. U-22215-A dated July 6, 1998, existing subscribers as of May 20, 1998 with more than three (3) residence service lines in rotary or grouping arrangements at their private residence shall be grandfathered for a period of five (5) years. After May 20, 2003, these subscribers shall convert their existing grouping arrangements to comply with the new provisions specified in Section A3. However, additional lines ordered for grouping arrangements by these subscribers or requests for moves of their existing arrangements after May 20, 1998 shall be subject to the provisions specified in A3.19.2.B.1.

Note 1: This provision became effective on May 20, 1998.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.25 Directory Assistance/Directory Assistance Call Completion Service

A3.25.1 Description of Service

- A. Directory Assistance/Directory Assistance Call Completion (DA/DACC) provides the subscribing customer a Company local exchange subscriber telephone number and local call completion to the number provided, if requested, given a listed name and address. (T)
- B. DA/DACC is for use by Mobile Service Providers (MSPs) only, except as limited in A3.25.2 following.
- C. DA/DACC is provisioned via a dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Switching Office (MTSO) the Company location where DA/DACC is provided.
- D. DA/DACC is available only where billing and network capability exists.
- E. Access to call detail records is included as part of this service. Optional call detail billing files and charges are as specified in A3.25.6 following.

A3.25.2 General Terms and Conditions

- A. The subscribing DA/DACC Mobile Service Provider (MSP) must make arrangements with the Company for the provision of dedicated, application specific interconnect trunks connecting the MSP's Mobile Telephone Switching Office (MTSO) and the Company location where DA/DACC is provided. Such interconnect trunks may be obtained as referenced in Section A35.

A3.25.3 Use of the Service

- A. The service is furnished subject to all applicable terms and conditions in section A2.

A3.25.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
 1. (DELETED)
 2. Residence and Business Customers
 3. Alternately Billed Calls; e.g., Collect, Calling Card, or Billed to Third Number

A3.25.5 Application of Charges

- A. Charges specified in A3.25.6.A.1 following will apply each time the subscriber requests a telephone company local exchange subscriber telephone number.
- B. Monthly rates as specified in A3.25.6.A.2 following will apply to DA/DACC Mobile Service Providers (MSPs) subscribing to Optional DA/DACC Call Detail Billing.

A3.25.6 Rates and Charges

- A. Service Charges

(1) DA/DACC Charge	(a) Per local exchange subscriber telephone number requested	\$.45	NA
(2) Optional DA/DACC Call Detail Billing Files			
		Monthly Rate	USOC
(a) Magnetic Tape - One (1) tape weekly per RAO		\$74.00	DAAMT
(b) Diskette - One (1) diskette weekly per RAO		83.00	DAADM

A100. OBSOLETE SERVICE OFFERINGS - GENERAL

A100.1 General

- A. Service offerings listed herein are classified as obsolete. Conditions applicable to these offerings are set forth in paragraphs following.
1. Basic Local Services
Coding to indicate those classes of basic local service which are not offered at all or which have been obsoleted is shown in Section A3. with appropriate footnotes. The footnotes are keyed to the specific exchanges to which they apply. (T)
 2. Service offerings (other than classes of basic local exchange service) which have been made obsolete are classified according to the categories shown below.
Type A - Obsolete service offerings. Not available for customers as new service offerings except in cases where the obsolete service is left in or when transferred to a new location within the same exchange.
Type B - Not available for new installations, additions or on transfers of service to new location.
Type C - Unit no longer being manufactured; offered for new installations only as obtainable from existing stock.
Type D - Any other arrangement; the specific provisions in each case being stated at the beginning of the text for the obsolete service offering affected.
- B. Obsolete services are furnished subject to all the *terms and conditions* of the *guidebook* the same as would be applicable if the service offering were not obsolete. For convenience in use, a reference following the type of obsolescence is provided as an aid in referring the reader to a specific section of the *guidebook* having a bearing on the obsolete service offering. (T)
- C. Services which are continued in service for existing customers only may be retained by a customer as long as the equipment necessary to provide the service is repairable and the Company is able to obtain repair parts under normal supply conditions. When this equipment becomes unrepairable or repair parts are unobtainable, the service will be discontinued and the equipment removed by the Company.

GENERAL EXCHANGE GUIDEBOOK FOR THE STATE OF LOUISIANA**TRADEMARKS AND SERVICEMARKS (Cont'd)**

Complete Choice Plan/Option/Service

CourtesyComplete Service

CrisisLink Service

Custom Advantage^{TM/SM} Package

DAB Service

Data AnswersSM Package

Digital ESSX Service

Digital PassportSM Service

ESSX Service

FastAccess Internet Service

FlexServ Service

LightGate Service

MegaLink Service

MemoryCall Service

MultiServ Service

PreferredPack Plan

Premium AnswersSM PackagePremium Plus AnswersSM Package

Prestige Service

Privacy Manager Service

PulseLink Service

QuikComplete Service

RightTouch Service

RingMaster Service

SaverSM Service**(DELETED)**

SMARTPath Service

SMARTRing Service

Stylist Service

SynchroNet Service

(D)