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BELLSOUTH
TELECOMMUNICATIONS
LOUISIANA
ISSUED: April 10, 2015
BY: President - Louisiana
Baton Rouge, Louisiana

ACCESS SERVICES TARIFF

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E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

E9.1 General Description

E9.1.1 Provision of Service

- A. The Company will provide automated **BellSouth** Directory Assistance Access service to a customer from automated **BellSouth** Directory Assistance **Access** service locations. (C)
- B. **BellSouth** Directory Assistance Access service provides: (1) automated **BellSouth** Directory Assistance Access service to **BellSouth** Directory Assistance **Access** service locations; (2) the use of **BellSouth** Directory Assistance **Access** service equipment; and (3) **BellSouth** Directory Assistance **Access** when required to provide telephone numbers or a report that a number is non-published (C)
(C)
(C)

E9.2 Undertaking of the Company

E9.2.1 Number Provision

- A. Automated Directory Assistance **Access** service, when furnished a city, state and name, will provide or attempt to provide the telephone number listed in the Company Directory Assistance records associated with the name given at the rates and charges as set forth in Section E9.5. The Company's contact with the customer's end user shall be limited to that effort necessary to process a customer's end user's request for a telephone number. The Company will not transfer, forward or redial a customer's end user call to any other location for any purpose other than provision of automated **BellSouth** Directory Assistance Access service. (C)
(T)
(C)
- B. A maximum of three (3) requests for telephone numbers will be accepted per call to the automated **BellSouth** Directory Assistance **Access** service. (C)
- C. A telephone number which is not listed in automated **BellSouth** Directory Assistance **Access** service records will not be available to the customer's end user. (C)

E9.2.2 Access Locations and Call Transport

- A. The Company will specify the **BellSouth** Directory Assistance **Access** service location which provides the automated **BellSouth** Directory Assistance Access service for each Numbering Plan Area Code (NPA). The **BellSouth** Directory Assistance **Access** service locations are as shown in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4. (C)
(C)
When it becomes necessary, as determined by the Company, to change **BellSouth** Directory Assistance **Access** service location, the Company will notify the involved customer six months prior to the change. For such changes, the regulations as set forth in Section E2.1.7 apply. (C)
(T)
- B. **BellSouth** Directory Assistance Access service will be provided between the customer premises and the **BellSouth** Directory Assistance **Access** location by the Company at rates and charges as set forth in Section E9.5, and as follows: (C)
(T)
When the access tandem switch is appropriately equipped for **BellSouth** Directory Assistance **Access** measurement, the Company will route all automated **BellSouth** Directory Assistance **Access** traffic to the **BellSouth** Directory Assistance **Access** location for completion over the customer's Switched Access Services provided from the access tandem. Additionally, as set forth in Section 6 of Tariff FCC No. 1 and Sections E9.2.2.B.1 and E9.2.2.B.3, direct connections to automated **BellSouth** Directory Assistance **Access** service may be required. If a customer delivers automated **BellSouth** Directory Assistance **Access** call to the Company, the Company will complete the call at charges as set forth in Section E9.5. (C)
(C)
(T)
(T)
1. Each **BellSouth** Directory Assistance Access service will consist of the following: (C)
(C)
- An Interface Group equipped with an available Premises Interface Code at the customer's premises.
- Directory Transport between the premises of the ordering customer and the automated **BellSouth** Directory Assistance **Access** location. (C)
When required by the Company, a separate **BellSouth** Directory Assistance Access service trunk group will be provided for automated **BellSouth** Directory Assistance Access service for each NPA. Separate trunk groups will be required when the Company notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's end user desires automated **BellSouth** Directory Assistance **Access** service information. (C)
(C)

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E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

E9.2 Undertaking of the Company (Cont'd)

E9.2.2 Access Locations and Call Transport (Cont'd)

B. (Cont'd)

7. Acceptance Testing and Testing Capabilities

The acceptance testing and testing capabilities for automated *BellSouth Directory Assistance* Access service traffic routed through an access tandem are the same as those for the associated *BellSouth SWA FGB*, *BellSouth SWA FGD* or *BellSouth SWA* TSBSA end office switching. The acceptance testing for automated *BellSouth Directory Assistance* Access service traffic routed directly to or routed in a separate trunk group through an access tandem to the *BellSouth Directory Assistance Access* service location will be as set forth in Section 6.1.6 of Tariff FCC No. 1. The testing capabilities for automated *BellSouth Directory Assistance* Access service traffic routed directly to or routed in a separate trunk group through an access tandem to the *BellSouth Directory Assistance Access* service location will be as set forth for cooperative scheduled testing or manual scheduled testing in Section E13.

- C. Trunk-side switching is provided at the *BellSouth Directory Assistance Access* service access location. The *BellSouth Directory Assistance Access* service access location will provide trunk answer and disconnect supervisory signaling. (C)
- D. The Company will distribute the calls received over the automated *BellSouth Directory Assistance* Access Services using the *BellSouth Directory Assistance Access* service location access equipment. (C)
- E. In the event that the telephone number is unavailable to the automated *BellSouth Directory Assistance Access* service, no credit applies for the charge for the call. When the *BellSouth Directory Assistance Access* service location or automated *BellSouth Directory Assistance Access* service equipment or terminals are out of service due to a Company equipment failure, or an incorrect number is provided, a credit as set forth in Section E9.4.1 will apply. (C)
- F. *BellSouth Directory Assistance* Access service may, at the option of the customer, be provided for interstate and intrastate communications. When the customer requests such mixed access, the intrastate *BellSouth Directory Assistance* Access service charges will be determined by the Company using the data furnished by the customer as set forth in Section E2.3.14. (T)

E9.3 Obligations of the Customer

E9.3.1 Ordering Requirements

- A. The customer shall order the capacity and interface type of *BellSouth Directory Assistance* Access services it needs except when provided over existing *BellSouth SWA* FGA, *BellSouth SWA* FGB, *BellSouth SWA* FGD, *BellSouth SWA* LSBSA or *BellSouth SWA* TSBSA. (C)
- B. The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision. (C)
- C. When requested by the Company, the customer shall order a separate trunk group for automated *BellSouth Directory Assistance* Access service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in Section E9.2.2.B. (T)

E9.3.2 End User Requirements

- A. When the customer bills its end users, the customer shall be responsible for all contacts and arrangements with its end users concerning the provision and maintenance and the billing and collecting of charges for automated *BellSouth Directory Assistance Access* services furnished to its end users. When the Company bills the customer's end users at the request of the customer, contacts and arrangements with customer's end users concerning the billing and collecting of charges will be as set forth in Section E8.2. (T)
- B. The customer understands that automated *BellSouth Directory Assistance Access* service will respond to only three (3) telephone number requests per call and will not transfer, forward or redial the call to another location for any purpose other than the provision of automated *BellSouth Directory Assistance* Access service. (C)

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E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE**E9.4 Payment Arrangements****E9.4.1 Credit Allowance for BellSouth Directory Assistance Access Service**

- A. When the *BellSouth Directory Assistance Access* service location or *BellSouth Directory Assistance Access* equipment or terminals are out of service due to a Company equipment failure or an incorrect number is provided and a customer's call has been connected an automated *BellSouth Directory Assistance Access* service, a credit allowance equal to the amounts charged for a *BellSouth Directory Assistance Access* service Call as set forth in Section E9.5 will apply. (C)
- B. In addition to the credit as set forth in Section E9.4.1.A, when automated *BellSouth Directory Assistance Access* service or *BellSouth Directory Assistance Access* equipment provides an incorrect number for a call and the customer reports such occurrences to the Company, a credit allowance for such automated *BellSouth Directory Assistance Access* call will apply. When the customer reports such a call and the number requested, the number provided and the reason the number provided is incorrect, the number of calls for which a credit will apply will be developed by the Company in cooperation with the customer. The credit allowance is equal to the amounts charged for automated *BellSouth Directory Assistance Access* service call as set forth in Section E9.5.3. (C)
- C. When a *BellSouth Directory Assistance Access* call is not completed due to the failure of automated *BellSouth Directory Assistance Access* service to *BellSouth Directory Assistance Access* locations, *BellSouth Directory Assistance Access* access equipment or *BellSouth Directory Assistance Access* activities, a credit allowance for the *BellSouth SWA* service portion in the originating LATA of such *BellSouth Directory Assistance Access* call will apply. When the customer reports such a call and number dialed, time of the call and the date of the call, the number of calls for which a credit will apply will be developed by the Company in cooperation with the customer. The credit allowance is equal to the amounts charged for a automated *BellSouth Directory Assistance Access* service call as set forth in Section E9.5.3. (C)

E9.4.2 Reserved for Future Use**E9.4.3 Minimum Period**

- A. The minimum period for which automated *BellSouth Directory Assistance Access* service is provided and for which charges apply is one month. When automated *BellSouth Directory Assistance Access* service is provided with a customer's *BellSouth SWA FGA*, *BellSouth SWA FGB*, *BellSouth SWA FGD*, *BellSouth SWA LSBSA* or *BellSouth SWA TSBSA* service, the minimum period requirements apply to the *BellSouth SWA* service and are set forth in Section 6.7.2 of Tariff FCC No. 1. (C)

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E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE**E9.4 Payment Arrangements (Cont'd)****E9.4.5 Changes to Special Orders**

When a customer requests changes to a pending order for automated *BellSouth Directory Assistance* Access service, such changes will be undertaken if they can be accommodated by the Company. The appropriate charges as set forth in Section E5 apply for the automated *BellSouth Directory Assistance* Access service changed. (C)
(D)
(C)

E9.4.6 Moves

A move involves a change in the physical location of the point of termination at the customer premises or of the customer premises. Moves will be treated as set forth in Section 6.7.7 of Tariff FCC No. 1 and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in Section 6.7.7 of Tariff FCC No. 1. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service. (T)
(T)

E9.4.7 Directory Assistance Access service Rearrangements

Nonrecurring charges apply for service rearrangements are as set forth in Section 6.7.1 of Tariff FCC No. 1. The service Rearrangement Charges are as set forth in Section 6.7.1 of Tariff FCC No. 1 for the type of change provided by the Company. (T)
(T)

E9.5 Rate Regulations and Charges**E9.5.1 Rate Regulations**

- A. The *BellSouth Directory Assistance* Access service call charge, as set forth in Section 9.5.3, applies for each call to *BellSouth Directory Assistance* Access service. A call is a call which has been connected to automated *BellSouth Directory Assistance Access* service. The charge applies whether or not the automated *BellSouth Directory Assistance Access* service provides the requested telephone number. The number of calls connected to automated *BellSouth Directory Assistance Access* service will be accumulated by Company measuring equipment. A credit for the provision of an incorrect telephone number will be applied as set forth in Section E9.4.1. (C)
(C)
(C)
(T)
- B. The mileage for Directory Transport will be measured as set forth in Section 6.7.13 of Tariff FCC No. 1. Title Page notwithstanding, these two wire centers may be in different LATAs. The measurement will be performed as set forth in Section 6.7.13 of Tariff FCC No. 1. (T)
(T)
- C. The charges for *BellSouth Directory Assistance Access* service are set forth in Section E9.5.3. (C)

E9.5.2 Rate Categories

- A. There are three (3) rate categories which apply to automated *BellSouth Directory Assistance* Access service: (C)
 - Directory Transport
 - *BellSouth* Directory Assistance *Access* Service Call
 - *BellSouth Directory Assistance Access* Interconnection

Additionally, nonrecurring charges may be applicable as specified in Section E9.5.3. (T)

1. Directory Transport

The Directory Transport rate category provides for the transport facilities and termination between the customer's premises and the *BellSouth Directory Assistance Access* location. These rate elements are defined in Section E9.2.2.B.3. (C)

2. *BellSouth Directory Assistance Access* Service Call

The *BellSouth Directory Assistance Access* service Call rate category provides for the use of the Company automated *BellSouth Directory Assistance Access* service and *BellSouth Directory Assistance Access* equipment. (C)
(C)