

TARIFF DISTRIBUTION

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PURPOSE: This project modifies standard intercept and referral services to refer calls to the standard end office announcement and eliminates all other referral of intercept types

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.7 Direct-Inward Dialing (DID) Service

A12.7.1 Terms And Conditions

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

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

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

A12.7.2 Rates And Charges

A. Direct-Inward Dialing (DID) Charges

1. Group of 20 Working or Reserved DID Numbers (The Nonrecurring Charge applies to the first group of DID numbers assigned per occasion and also applies for the establishment of the first group of Non-Consecutive DID numbers where the customer does not currently have DID service. It also applies for the first group of Reserved Numbers or the first Reserved Non-Consecutive DID number where the customer does not currently have DID service or Non-Consecutive DID numbers.)

	Nonrecurring Charge	Monthly Rate	USOC
(a) Working DID Numbers, each		\$41.00	ND4
(b) Reserved DID Numbers, each		34.00	NDV
2. DID Trunk Termination in Central Office ¹			
(a) Each, Inward Only Trunk	52.25	157.00	NDT
(b) Each, Combination Trunk with Call Transfer ²	250.00	209.00	NCT
3. Multifrequency (MF) Pulsing Option ³			
(a) Each trunk	-	78.00	S5MBD
4. Dual Tone Multifrequency (DTMF) Pulsing Option ²			
(a) Each trunk	-	78.00	S5DBD
5. Automatic Intercept Service ⁴			
(a) Per number referred	16.00	-	ND1
6. Non-Consecutive DID Numbers			
(a) Each	1.50	9.00	ND5
7. Reserved Non-Consecutive DID Numbers			
(a) Each	1.50	7.00	ND6

A12.8 Identified-Outward Dialing (IOD) From Private Branch Exchange Systems

- A.** The service is furnished subject to the availability of facilities and numbers.
- B.** The service includes the central office equipment necessary for identification of outgoing toll calls and billing of toll calls by number.
- C.** The service must be provided on all trunks or lines in a group.
- D.** The minimum contract period for the service is three years. In case of discontinuance or reduction of service within the minimum contract period a basic termination charge as shown in the rates below, reduced by 1/36 for each full month of service provided, shall be applied.
- E.** Where Identified-Outward-Dialing is requested on more than one group of trunks or lines, each such group shall be considered a separate service.
- F.** The rates herein contemplate the use of standard equipment and serving arrangements. When equipment or service of a special type is requested and provided, rates and charges are based on the additional costs involved to meet the individual requirements of each case.
- G.** Operational characteristics of interface signals between Company-provided connecting arrangements and customer-provided equipment must conform to the terms and conditions the Company considers necessary to maintain proper standards of service.
- H.** The Company shall not be responsible to the customer or authorized user or joint user if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a customer, authorized user or joint user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

Note 1: In addition to the rates and charges for DID terminations, rates and charges for Flat Rate Inward or DID Combination Trunks as specified in A3 apply as appropriate.

Note 2: Combination Trunks with the Call Transfer feature are only provisioned from 5ESS switches where facilities permit.

Note 3: Provide faster signaling on DID trunks. The choice of pulsing alternative depends on the customer's premises equipment

Note 4: Provides automatic *intercept and* referral of calls from a non-listed disconnected DID number to a *standard central office recorded announcement* for twelve months or until the delivery of the new directory, whichever comes first. AIS is available only where facilities permit.

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.3 Unconditional Satisfaction Guarantee

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

A12.25.4 Intercept of Calls

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

A12.25.5 Conversions

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

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.
- 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.
- G. Directory Listings may be provided for 211 at rates, terms and conditions as specified in Section A6.
- H. Access to 211 is not available to the following classes of service:

- Payphone Service Provider Telephones (PSPs)
- Hotel/Motel/Hospital Service
- 1+
- 0+, 0- (Third-Party Billing or Collect Calls)¹
- 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. (C)

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

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.
- D. This service is subject to the availability of 511 numbers.
- E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- F. Limitations and use of service as stated in Section A2. apply.
- G. Directory Listings may be provided for 511 at rates, terms and conditions as specified in Section A6.
- H. Access to 511 is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing or Collect Calls)¹
 - 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. (C)

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

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.
- G. Directory Listings may be provided for 311 for Non-Emergency Municipal Use at rates, terms and conditions as specified in Section A6.
- H. Access to 311 is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing or Collect Calls)¹
 - 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. (C)

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.83 811 Call Before You Dig Service

A13.83.1 General

- A.** 811 Call Before You Dig Service (“811”) is a three (3) digit local dialing arrangement used for the One Call Center. One call notification is a communication system established by operators of underground facilities and/or state governments to provide a means for excavators and the general public to notify facility operators in advance of their intent to engage in excavation activities.

This service is provided pursuant to the Federal Communications Commission’s (FCC’s) Sixth Report and Order in CC Docket No. 92-105, which designated “811 as the national abbreviated dialing code to be used by state One Call notification systems for providing advanced notice of excavation activities to underground facility operators in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act).”

- B.** Callers who dial 811 will be routed to the call center via the local 7 or 10 digit or a toll free “point-to” number selected by the One Call Center. There will be no charge to the end user dialing 811.
- C.** Access to 811 is not available to the following:
- Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing or Collect Calls)¹
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A
 - Independent Telephone Companies (ICOs)

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

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

A13.83.2 Rates and Charges

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

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

A112. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.20 MultiServ Service (Cont'd)

A112.20.2 Terms and Conditions (Cont'd)

S. (Cont'd)

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

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

ISDN - IBS lines not associated with a MultiServ service or MultiServ PLUS service may not purchase features from this section of the Guidebook.

- T. Expanded local serving Area Calling Plans which are available to MultiServ service and MultiServ PLUS service subscribers in Louisiana include Local Optional Service (LOS) and Local Optional Service B (LOSB). Flat Rate and Measured Rate (LOS) and (LOSB) service available to the subscriber is outlined in Section A3.

A112.20.3 Unconditional Satisfaction Guarantee

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

A112.20.4 Intercept of Calls

- A. Rerouting of calls that cannot be completed to the number originally dialed will be offered either standard Intercept or Automatic Number Referral.
1. Intercept - Incoming calls from the exchange and long distance message networks to unassigned station numbers are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.
Intercommunicating calls to unassigned station numbers are intercepted by central office recorded announcement equipment which is common to all subscriber's MultiServ service systems served out of the same office. The announcement states that the number is not in service.

A112. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.20 MultiServ Service (Cont'd)

A112.20.4 Intercept of Calls (Cont'd)

- A. Rerouting of calls that cannot be completed to the number originally dialed will be offered either standard Intercept or Automatic Number Referral. (Cont'd)
2. Automatic Number Referral - Incoming calls to a telephone number that has been disconnected or changed may be routed to a mechanized announcement that tells the calling party that the number they dialed is not in service. Telephone numbers that are listed in the directory for main station lines will be provided Automatic Number Referral (if desired) at no charge if disconnected or changed. For numbers that are not listed, charges from A112.20.13 apply per telephone number referred. (C)

A112.20.5 Conversions

- A. ESSX Service¹ may be converted to MultiServ service as follows:
 1. Nonrecurring charges from this sub-section will not apply.
 2. Termination Liability/Cancellation Charges for original service will not apply.
 3. Service charges from Section A4. will not apply.
 4. Changes, additions or rearrangements for new lines and/or optional features:
 - a. Nonrecurring charges from this sub-section will apply.
 - b. Service charges from Section A4. will apply.
- B. Subscribers of MultiServ service with analog Feature Groups must, upon the conversion of the central office facilities from analog to digital, convert to a corresponding digital Feature Group.
 1. Conversion will be within thirty (30) days of the central office conversion.
 2. Nonrecurring charges from this sub-section will not apply.
 3. Cancellation charges for original service will not apply.
 4. If subscriber had a Rate Stability Plan in effect, it will continue uninterrupted.
 5. Service charges from Section A4. will not apply.
 6. Changes, additions or rearrangements:
 - a. Nonrecurring charges from this sub-section will apply.
 - b. Service charges from Section A4. will apply.
- C. Subscribers of MultiServ PLUS service may convert to MultiServ service.
 1. Cancellation charge, if in effect, will not apply.
 2. Nonrecurring charges from this sub-section will apply.
 3. Service charges from Section A4. will apply.

A112.20.6 Payment Schedules

- A. General
 1. MultiServ service is offered at the rates and charges indicated in this sub-section.
 2. The rates in this sub-section are offered either as month-to-month rates or may be stabilized for periods of 36 to 59 months or 60 to 120 months with a Rate Stability Plan. A subscriber may not have month-to-month rates on a system with Rate Stability.
 3. MultiServ service under month-to-month rates is subject to Company initiated rate changes.

Note 1: Denotes ESSX service - VS, S, M, L or Digital ESSX service - VS, S, M, L.

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

A112.28 Digital ESSX Service (Cont'd)

A112.28.4 Intercept Of Calls To Unassigned Station Lines

- A. Incoming calls from the exchange and toll networks to unassigned station lines are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.
- B. Intercommunicating calls to unassigned station lines are intercepted by central office recorded announcement equipment which is common to all Digital ESSX service systems served out of the same office. The announcement states that the number is not in service. (C)

A112.28.5 Conversion

- A. Replacement of Central Office Equipment
 - 1. The rates and charges in this and other Guidebook sections for ESSX service and the associated features and services will continue to apply to subscribers served at a location that is converted through no desire or fault of the subscriber to Digital central office equipment. Should one of the aforementioned existing subscribers wish to utilize features and/or services specific to the Digital equipment, the billing for that customer's system will be converted to charges appropriate for the central office equipment providing his service.
- B. Conversion of ESSX service¹ to Digital ESSX service
 - 1. When a customer whose present ESSX service elects to convert to Digital ESSX service, installation and service connection charges do not apply to Common Equipment, in-service station lines, terminating arrangements, toll diversion and toll restriction equipped station lines, conference arrangements and other optional features and/or services provided each of the following conditions are met. ESSX service - 1/Multiline termination charges will not apply if an ESSX service -1/Multiline subscriber converting to Digital ESSX service selects a Variable Term Payment Period option of length equal to or greater than the number of months remaining in the subscriber's existing ESSX service - 1/Multiline contract period.
 - a. The customer's system must continue to be served by the same central office location;
 - b. there must be no interruption of service, and
 - c. there are no moves, changes or additions in existing station lines, terminating arrangements, or optional features requested by the customer.
 - 2. ESSX services converting to Digital ESSX service must elect one of the following options.
 - One Month Payment Plan
 - Variable Term Payment Plan of 84 months
 - 3. Where the customer elects a Variable Term Payment Plan of 84 months and wishes to add to his system the following shall apply.
 - a. Such additions shall be made within a scheduled period after the conversion at the rates and charges in this and other Guidebook sections for Digital ESSX service and the associated Features and Services.
 - 4. Where an ESSX service customer converts to Digital ESSX service, Common Equipment installation charges shall not apply if the same customer category, (VS, 200, 600, or XL) is maintained. If the ESSX service customer has a current Variable Term Payment Plan, a Digital ESSX service Variable Term Payment Plan must be selected that is equal to or longer than the unexpired portion of the current plan. Termination charges will not apply to an ESSX service system converting to Digital ESSX service under the aforementioned conditions.
 - 5. Where an ESSX service customer converts to Digital ESSX service and changes customer category (VS,200, 600 or XL), the Common Equipment installation charge applied shall be equal to the appropriate Digital ESSX service Common Equipment installation charge of the category to which the customer is going minus the ESSX service installation charge of the category from which the customer is coming.
 - 6. Where an ESSX service customer converts to Digital ESSX service and downgrades from XL to 600, for example, no Common Equipment installation charge shall apply. Termination charges will apply as specified in this Guidebook.

Note 1: Denotes ESSX service - VS, 200, 600, or XL.

A139. OBSOLETE SERVICE OFFERING - ABBREVIATED DIALING

A139.1 Three-Digit Dialing (N11) Service (Cont'd)

A139.1.1 General (Cont'd)

- F. Only one N11 number will be assigned to an N11 subscriber or its affiliates, per local calling area.
- G. An "affiliate" (as used in A139.1) of an N11 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common "control with, the N11 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.
- H. If the Company provides billing on behalf of the subscriber, the terms and conditions for Billing and Collection Services as defined in the amended Section A37., as well as the terms and conditions as defined in this Section will apply.
 1. Billing and Collection Services are defined Section A37., will only apply to N11 service where the N11 provider is a Company subscriber.
 2. The Company will provide billing on behalf of the N11 subscriber, only when the end user is a BellSouth local exchange customer.
- I. N11 Service is available in the Company Territory only. To provide access to an N11 number to end users in an independent company territory or to a CLEC's end user within the local calling area, the N11 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- J. N11 Service can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- K. This service is furnished subject to the availability of N11 numbers.
- L. Limitations and use of service as stated in Section A2. apply.
- M. N11 Service is not available for resale.
- N. Calls to a disconnected N11 number will be routed to intercept over the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. (C)
- O. Directory Listings may be provided for N11 Service at rates, terms and conditions as specified in Section A6. The phrase "Charges May Apply" will be included in the N11 Service listing at no additional charge.
- P. Access to N11 Service is not available to the following classes of service:
 - Payphone Service Providers (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing or Collect Calls)¹
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A
 Operator assisted calls to an N11 subscriber will not be completed.
- R. N11 Service will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Calling Number Identification service in Section A13., as available.
- S. The N11 subscriber is restricted from selling or transferring the N11 number to an unaffiliated entity, either directly or indirectly.
- T. If an N11 subscriber becomes an affiliate of or is acquired by another N11 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one N11 number within 6 months of the merger or acquisition.
- U. If local calling areas are merged, and an N11 number exists in both areas, the N11 subscriber who established the N11 Service first in time will be entitled to retain the N11 Service in the merged local calling area.
- X. The N11 subscriber is prohibited from providing programming which involves live group interaction, such as "GAB" lines, "chat" lines, or similar type programs where the primary purpose is for callers to interact with one another.

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