

TARIFF DISTRIBUTION

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PURPOSE: This guidebook update modifies directory and operator assistance exemptions language for disabled customers in support of a uniform process for all ILEC states.

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A1. DEFINITION OF TERMS

1. Person-to-Person Call

The MTS service where the person originating the call specifies to the Company operator or the Communications Assistant at the Mississippi Relay Center a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a PBX or Centrex Type Services attendant. When the person originating such a call agrees to talk to anyone other than the one specified, the classification of the call remains Person-to-Person.

2. Station-to-Station Call

The Long Distance MTS service where the person originating the call either dials the telephone number, or gives to the Company operator or gives to the Communications Assistant at the Mississippi Relay Center the telephone number, or gives the name and address under which the telephone number is listed, and does not specify a particular person to be reached, nor a particular station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX or Centrex Type Services attendant.

Three classes of Station-to-Station service are offered as follows.

a. "Dial" is that Station-to-Station service in which a call is:

(1) dialed by the customer, except when an operator

- reaches the called telephone number where facilities are not available for dial completion, or

- places a call for a calling party who is identified as being *disabled* and unable to dial the call because of the *disability*, or (T)

- reestablishes a call which has been interrupted after the called number has been reached;

(2) billed to the originating number;

(3) completed without the assistance of a Company operator, except that an operator may establish the call under one of the conditions listed in (1) preceding or an operator may record the originating telephone number where no automatic recording equipment is available; or

(4) not originated from a pay telephone.

b. "Operator" is that Station-to-Station service other than "Dial." Operator Station-to-Station includes Station-to-Station calls which originate at a pay telephone. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Directory Assistance Service

A3.13.1 General

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

A3.13.2 Application Of Charges

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

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Directory Assistance Service (Cont'd)

A3.13.2 Application Of Charges (Cont'd)

C. Surcharges as described in A3.14 apply to operator served Directory Assistance calls.

A3.13.3 Rates and Charges

	Charge	USOC
A. Request of listing information - maximum of three requests per call		
1. Listing(s) within the caller's NPA		
(a) Per Call	\$2.29	NA
2. Listing(s) outside the caller's NPA ¹		
(a) Per Call	2.29	NA
B. Directory Assistance service to Payphone Providers		
(a) Per Call	.35	NA

A3.14 Operator Assisted Local Calls

A3.14.1 Reserved For Future Use

A3.14.2 Application Of Charges

A. Operator Assisted Local Calls

A surcharge will apply when the caller requests operator assistance and the call is completed within the local service area. The call may be billed to the originating telephone, third number, collect or any other Company-approved identification number. The surcharge will be applied to each completed call except:

1. For calls to the Company for official telephone business.
2. For emergency calls to agency type telephone numbers such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations and to any emergency medical number.
3. *Operator Assistance (OA) may be provided at no charge to persons who are unable to use a telephone due to a disability which can be confirmed by a physician or certifying agent. Operator Assistance service charges will not be charged to the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Operator Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Operator Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Operator Assistance exemption is a voluntary program of the Company that may be terminated at any time.* (C)
4. When the caller advises he has had service trouble in reaching the terminating number.

B. In addition to applicable service charge(s), each local non-sent paid call originating from a payphone service provider line and utilizing the Company's operator handling service will be rated at \$.35.

A3.14.3 Rates and Charges

A. For any completed message in the call classes listed following, a service charge will be applied as follows:

1. Billing Surcharges		
(a) Station-to-station operator assisted sent paid, collect, or third number, each	1.00	NA
(b) Person-to-person operator assisted calls, each	5.00	NA

Note 1: No *allowances*, exemptions or exceptions apply. This service is available where technically feasible. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.24 Local Directory Assistance Call Completion Service (Cont'd)

A3.24.4 Limitations of Service (Cont'd)

- A. The service is not available for the following classes of service call categories: (Cont'd)
 - 6. Calls from tandems where the end user cannot be identified
 - 7. Calls from the Payphone Service Provider Telephones

A3.24.5 Application of Charges and Exemptions

- A. The charges specified in A3.24.6 following will be applicable to all subscribers except *disabled* customers who are exempt from Directory Assistance charges, *as detailed in A3.13.2.* (T)
- B. Chargeable Calls
 - 1. For charging purposes, a DACC completed call is as defined in Section A1.

A3.24.6 Rates and Charges

- A. Service Charges
 - (1) Directory Assistance Call Completion Charge

	Rate	USOC
(a) Charge Per Completed Call	\$.00	NA

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 telephone company Local Exchange Subscriber telephone number and Call Completion to the number provided, if requested, given a listed name and address.
- 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 Serving Office (MTSO) and the Company location where DA/DACC is provided.
- D. DA/DACC is available only where billing and terminal 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 Regulations

- A. The subscribing DA/DACC Mobile Service Provider (MSP) must make arrangements with the Company for provision of dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Serving Office (MTSO) and the Company location where DA/DACC is provided.

A3.25.3 Use of the Service

- A. The service is furnished subject to all applicable regulations in section A2.

A3.25.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
 - 1. InterLATA long distance calls

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.9 Intra-NPA Long Distance Operator Service Requiring Telephone Number Assistance (Cont'd)

B. Application Of Charges (Cont'd)

- 1. The charges specified in A18.9.C. will be applicable to all subscribers except: (Cont'd)
 - e. *Operator Assistance (OA) may be provided at no charge to persons who are unable to use a telephone due to a disability which can be confirmed by a physician or certifying agent. Operator Assistance service charges will not be charged to the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Operator Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Operator Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Operator Assistance exemption is a voluntary program of the Company that may be terminated at any time.* (C)
 - f. Customers who make a call to Intra-NPA Long Distance Operator Service Requiring Telephone Number Assistance for a telephone number that was incorrectly published in the alphabetical section of the directory.
- 2. Telephone Number Assistance Charges
 - a. A telephone number assistance charge applies to operator assisted intra-NPA long distance Station-to-Station or Person-to-Person calls for which the operator is required to obtain, or to attempt to obtain, the telephone number of the called party in order to complete the call.
 - b. Only one telephone number assistance charge will apply on any operator Person-to-Person intra-NPA long distance call.
 - c. On a completed collect intra-NPA long distance call, a telephone number assistance charge will be billed to the same telephone number or account number billed for the long distance call.

C. Rates

- 1. A charge for the long distance operator obtaining, or attempting to obtain the telephone number of the called party will apply to all telephone number assistance calls described preceding.
- 2. Applicable charges in A3.13.3 will also apply for the Intra-NPA Long Distance Directory Assistance Service provided.

(a) Each call	Rate	USOC
	\$.30	NA

- D. Intra-NPA Long Distance Operator Service Requiring Telephone Number Assistance rates and regulations become effective in each exchange concurrent with the effective date of Local Directory Assistance Service in that exchange.

A18.10 Reserved For Future Use

A18.11 Reserved For Future Use

A18.12 Reserved For Future Use

A18.13 Reserved For Future Use

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.14 Toll Directory Assistance Call Completion Service

A18.14.1 Description of Service

- A. Toll Directory Assistance Call Completion (DACC) is an optional service provided to users of Toll Directory Assistance (DA) Service. When dialing (555-1212), Toll DA customers may choose to have the telephone number they are requesting dialed by the DA System.
- B. The service is available to Business and Residence customers except as limited in A18.14.4 following.
- C. Individual message detail is not included as a part of this service.
- D. The service is available only where billing and terminal capability exists.
- E. Customers may request blocking of DACC Calls originating from their telephone lines by contacting the local Company Business Office.

A18.14.2 General Regulations

- A. The service is not subject to concessions.

A18.14.3 Use of the Service

- A. The service is furnished subject to all applicable regulations in section A2.

A18.14.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
 1. UniServ DA number requests
 2. Any Special Line Class Codes
 3. Alternately Billed Calls; e.g., Collect or Billed to Third Number
 4. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC
 5. Calls from tandems where the end user cannot be identified
 6. Calls from the Payphone Service Provider Telephones

A18.14.5 Application of Charges and Exemptions

- A. The charges specified in A18.14.6 following will be applicable to all subscribers except *disabled* customers who are exempt from Directory Assistance charges, *as detailed in A3.13.2.* (T)
- B. Chargeable Calls
 1. For charging purposes, a DACC completed call is as defined in Section A1.

A18.14.6 Rates and Charges

- A. Service Charges
 - (1) Directory Assistance Call Completion Charge

	Rate	USOC
(a) Charge Per Completed Call	\$.00	NA