

TARIFF DISTRIBUTION

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.1 ESSX Service (Obsoleted, See Section A112.)

A12.2 Reserved For Future Use

A12.3 Reserved For Future Use

A12.4 Assigned Centrex Type Services Telephone Numbers Without Facilities

A12.4.1 General

- A. Assigned telephone numbers without facilities will be provided to meet growth requirements of a Centrex Type Services subscriber and any associated ISDN service. These telephone numbers will be assigned to the subscriber's common block without being associated with a working station line and will be converted to active station lines as requested by the subscriber.

A12.4.2 Terms and Conditions

- A. The assignment of telephone numbers and the sequence of numbers assigned to a Centrex Type Services subscriber's system will be made at the discretion of the Company.
- B. The service is furnished subject to the availability of telephone numbers.
- C. The Company does not guarantee to provide consecutive telephone numbers.
- D. Calls to these assigned telephone numbers will be routed to intercept common recorded announcement facilities as indicated in the *guidebook* section for the subscriber's Centrex Type Services system.
- E. Telephone numbers furnished herein retain their status until associated with an active station line at which time the service assumes rates and charges applicable to the appropriate Centrex Type Services station line.
- F. These assigned telephone numbers will not be available for manipulation utilizing ECAS, DECAS, Customer Control or BellSouth Centrex Control capabilities.
- G. Directory listings will not be provided with these assigned telephone numbers.
- H. These telephone numbers will be billed at the following rates until utilized on an active Centrex Type Services station line.
- I. A Secondary Service Charge applies per occasion for the assignment of any quantity of telephone numbers at the same time. A Secondary Service Charge does not apply when a working telephone number is converted to an Assigned Telephone Number.
- J. The Company will make every effort to insure the correct assignment and control of Assigned Centrex Types Services Telephone Numbers Without Facilities. The Company's liability for any damages or harm that may occur as the result of incorrect assignment or control of these numbers shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the service for the period during which the service was affected.

(DELETED)

A12.4.3 Rates and Charges

- A. Assigned Centrex Type Services Telephone Numbers Without Facilities
 - 1. Assigned Telephone Numbers

(a) Per Telephone Number Assigned

| Installation Charge | Monthly Rate | USOC ATNCS |
|------------------------|-----------------|---------------|
| \$1.00 | \$.15 | |

A12.5 Reserved For Future Use

A12.6 Reserved For Future Use

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. (T)
- B. Rates are in addition to the rates shown elsewhere in this and other Company *Guidebooks* for the services and equipment with which this offering is associated. (T)
- 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. (T)
- 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. (T)
- 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 consecutive 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 telephone number will be provided at the rate shown in A12.7.2A., where facilities permit. AIS will provide a referral from the non-listed disconnected DID telephone number to the corresponding new telephone number for a maximum period of twelve months or until the delivery of the new Real White/Yellow Pages directory, whichever comes first.

(M)

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 Service

1. Group of 20 DID Numbers

The nonrecurring charge following applies for the establishment of the first group of DID or Non-Consecutive DID numbers where the customer does not currently have DID service. It also applies for the first group of Reserved DID 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) Group of 20 Working DID Numbers, each | \$480.00 | \$ 17.00 | ND4 |
| (b) Group of 20 Reserved DID Numbers, each | 480.00 | 13.00 | NDV |
| 2. DID One-way Inward Trunk Termination in Central Office | | | |
| (a) Each | 50.00 | 69.00 | NDT |
| 3. Multi-frequency (MF) Pulsing Option¹ | | | |
| (a) Each trunk | - | 33.00 | S5MBD |
| 4. Dual Tone Multi-frequency (DTMF) Option¹ | | | |
| (a) Each trunk | - | 33.00 | S5DBD |
| 5. Automatic Intercept Service² | | | |
| (a) Per number referred | 16.00 | - | ND1 |
| 6. DID Trunk Termination, each Combination Trunk with Call Transfer^{3,4} | | | |
| (a) Each | 250.00 | 92.00 | NCT |
| 7. Non-Consecutive DID Numbers | | | |
| (a) Each | 1.25 | 2.00 | ND5 |
| 8. Reserved Non-Consecutive DID Numbers | | | |
| (a) Each | 1.25 | 2.00 | ND6 |

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

A12.8.1 General

- 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: These options provide faster signaling on DID trunks. The choice of pulsing alternative depends on the customer's premises equipment.

Note 2: Provides standard automatic number referral for non-listed disconnected DID numbers for twelve months or until the delivery of the new directory, whichever comes first. AIS is only provided where facilities permit.

Note 3: In addition to the rates and charges for the DID Trunk Termination, rates and charges for DID PBX trunks or NARs as specified in Section A3. apply as appropriate.

Note 4: Provisioned only where facilities permit.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.20 MultiServ Service (Obsoleted, See Section A112.20)

A12.21 MultiServ PLUS Service (Obsoleted, See Section A112.21)

(M)

A12.22 MultiServ Multi-Account Service (MMAS) (Obsoleted, See Section A112.22)

(M)

Pages 5.1 through 42 are hereby deleted in their entirety and removed from this Guidebook.

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.23 Reserved for Future Use

A12.24 Reserved for Future Use

A12.25 BellSouth Centrex Service

A12.25.1 General

- A. BellSouth Centrex service provides an arrangement of switching equipment and station lines for intercommunicating among the station lines and for connection through the local and long distance message network to other subscribers on a dial basis. BellSouth Centrex service is furnished from central office equipment located on Company premises and associated facilities arranged to provide the following basic service capabilities/features.
 - 1. Exchange and long distance message network calls may be made to station lines by dialing the number associated with that station line or attendant position.
 - 2. Exchange and long distance message network calls may be made from station lines via direct outward dialing.
 - 3. Station-to-station intercommunication via two to ten-digit dialing between station lines of the subscriber's system.
 - 4. Outgoing long distance message calls dialed by a station line will be identified by the seven-digit station number. Only calls billed to the subscriber by the Company will be provided this identification.
 - 5. Touch-Tone service.
 - 6. Common recorded announcement interception of calls to unassigned station numbers.
- B. BellSouth Centrex service will be furnished to subscribers requesting one (1) or more station lines served by the same central office equipment.
- C. A subscriber's system may be comprised of the following components:
 - Common Equipment
 - Station Lines
 - Network Access Registers
 - Optional Features
- D. Access to the local and long distance message networks will be provided via Network Access Registers (NARs) at the rates and charges indicated in Section A3. (T)

A12.25.2 Terms and Conditions (T)

- A. BellSouth Centrex service is furnished subject to the availability of facilities and features from central office equipment located in a central office building owned or leased by the Company. The service allows for normal station activity including incidental additions and deletions.
- B. Each system established must consist of a minimum of the Common Equipment, one (1) station line and one (1) Network Access Register.
- C. A station line will be comprised of the Standard Features and the associated Station Link, which include access to the serving central office equipment.
- D. BellSouth Centrex service will not be offered in a manner which provides for intercommunication only.
- E. Facilities may be used for direct connections between a subscriber's BellSouth Centrex service and other systems primarily for communication between stations of the two systems. Rates and charges for these connection facilities are specified in either Section A13. or Section B3. of the Private Line *Guidebook*. Charges for access to Private Facilities as specified in A12.25.8.E. are applicable. These facilities, connecting BellSouth Centrex service, may be arranged to provide completion of incoming or outgoing exchange and long distance message network through the subscriber's BellSouth Centrex service system to or from other systems, provided such connections to the exchange or long distance message network are only made one system at a time. (T)
- F. Station lines may require customer-provided compatible terminal equipment.
- G. If the subscriber of BellSouth Centrex service elects a Measured Rate service, usage charges as specified in Section A3. are applicable on calls to locations outside the subscriber's system in addition to rates and charges in this and other *guidebook* sections for BellSouth Centrex service and other associated services. Usage charges are not applicable on calls originated and terminated within the same BellSouth Centrex service system, unless the system is equipped with Assumed Dial '9', in which case any appropriate usage charges will be applicable. (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.2 Terms and Conditions (Cont'd)

- H.** Suspension/Denial of Service - BellSouth Centrex service may be suspended or denied at the subscriber's request or at the instance of the Company. (T)

 - 1. Full suspension of service at the request of the subscriber will be allowed on the Common Equipment, Station Links, and certain ISDN rate elements as indicated in A12.26.2 in a system at 50 percent of the rate regularly charged. Full suspension of a system requires that all Station Links and the ISDN elements indicated in A12.26.2 in a system be suspended. Standard Features and Optional Features outlined in Section A12. will be suspended at no recurring charge during the period of suspension unless otherwise noted. For BellSouth Centrex service, there is no time limitation for suspension of service. Other rules and restrictions as outlined in Section A2. apply. Charges for restoration will be applicable as specified in Section A4. (T)
 - 2. Partial suspension of service at the request of the subscriber will be allowed on selected Station Link(s) and certain ISDN rate elements as indicated in A12.26.2 in a system at 50 percent of the rate regularly charged. Standard Features and Optional Features outlined in Section A12. associated with the Station Link(s) suspended will be suspended at no recurring charge during the period of suspension unless otherwise noted. For BellSouth Centrex service, there is no time limitation for suspension of service. Other rules and restrictions as outlined in Section A2. apply. Charges for restoration will be applicable as specified in Section A4. (T)
 - 3. Denial at the instance of the Company will be allowed for non-payment of rates and charges for BellSouth Centrex service and the associated services. Restoration charges will be applicable as specified in Section A4. (T)
- I.** Directory Listings will be furnished subject to the rates, *terms and conditions* specified in Section A6. (T)
- J.** Service charges, as specified in Section A4., apply to each station line in the same manner as for an individual business line and to all of the subscriber's systems unless otherwise indicated. A Secondary Service Charge from Section A4. applies per occasion for the addition or change of a feature or features provided as part of the Standard Features element. (T)
- K.** BellSouth Centrex service installation charges are due on initial installation unless arrangements are made for Installment or Deferred Billing.
- L.** For purposes of application of End User Common Line charges only, charges for BellSouth Centrex service station lines will be as specified in BellSouth Telecommunications, Inc. Tariff F.C.C. No. 1, Section 4.
- M.** Concessions will not apply to BellSouth Centrex service except those allowed to Corporate Communication BellSouth Centrex service accounts.
- N.** Service charges will not apply for the provision of Calling Number Delivery Blocking.
- O.** During collection or distribution of the subscriber's ACD-NMR and/or Switch-Computer Application Interface (SCAI) Link data, due to faults or defects in telephone equipment, data may be destroyed. The Company shall not be liable, directly or indirectly, for damages, except as outlined in A2.5.1. (T)
- P.** Customer Premises Equipment (CPE) and software for use with ACD and/or Switch-Computer Application Interface (SCAI) Link is the responsibility of the user for provisioning. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of ACD Service render any facilities provided by the customer obsolete, or require modification or alteration of such equipment or system, or otherwise affect its use or performance.
- Q.** A mixture of Flat Rate and Measured Rate Local Exchange Service will not be allowed.
- R.** BellSouth Centrex ISDN Service lines may be purchased out of A12.26 to be associated with BellSouth Centrex service. Terms and conditions of BellSouth Centrex service will apply to these BellSouth Centrex ISDN service lines except as otherwise stated in A12.26. (T)

BellSouth Centrex ISDN service lines may subscribe to compatible Optional Features from this Section. (T)
- S.** BellSouth Centrex service is available to subscribers of Flat Rate service and Measured Rate service (Area Calling Plan and Enhanced Area Calling Plan) as outlined in Section A3. (T)
- T.** Specific name and location data associated with BellSouth Centrex service station lines, if requested, will be provided to *the Company* by the subscriber. The Company is not responsible for any issues that may arise from inaccurate data. In the event any claim is brought against the Company in connection with any errors or omissions in name and location data, the Company's liability shall be limited to one month's service for the BellSouth Centrex service station line or station lines involved. (T)

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. (T)
 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. (T)
 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 Section will not be included in this plan. (T)
 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 *Company* services. (T)
 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 and advises that the attendant or the directory number of the caller's system should be consulted.
 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 they have not reached the number they dialed, the reason the number is not in service and the new number to call, if available. 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. (T)

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. (T)
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. (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.5 Conversions (Cont'd)

- B.** Deletions, changes, additions, and rearrangements of a subscriber's station lines and/or features will be performed subsequent to conversion to BellSouth Centrex service as follows.
 - 1. Changes, additions, or rearrangements for station lines and/or optional features:
 - a. Nonrecurring charges from this section will apply.
 - b. Service charges from Section A4. will apply.
- C.** Subscribers of BellSouth Centrex service, upon the conversion of the central office facilities from one switch type to another, must convert to corresponding switch type features.
 - 1. Conversion will be within thirty (30) days of the central office conversion.
 - 2. Nonrecurring charges from this 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 section will apply.
 - b. Service charges from Section A4. will apply.
- D.** Conversions will not be allowed on suspended service.

A12.25.6 Payment Schedules

- A.** General
 - 1. BellSouth Centrex service is offered at the rates and charges indicated in this section.
 - 2. The subscriber may choose from the Payment Plans and Rate Stability Plans as offered in this section.
 - 3. The rates applicable for the Common Equipment and Station Links must be under the same Payment Plan.
 - 4. The rates for the Common Equipment indicated in this section may be stabilized for 12, 24, 36, 48¹, or 60¹ months, as selected by the subscriber, with a Rate Stability Plan under the *terms and conditions* in this Section. (T)
 - 5. Subscribers will have the BellSouth Centrex service Common Equipment rates indicated in this section stabilized for their chosen Payment Plan and Rate Stability Plan period. Stabilized rates will not be subject to Company initiated increases for the duration of the stabilized period. Rates for the Station Links, Standard Features, Optional Features, and other rate elements in this section associated with BellSouth Centrex service will not be increased for the Rate Stability Plan period associated with the Common Equipment. Decreases for any rate element will automatically flow through to all customers.
 - 6. Except as indicated in A12.25.6.A.5. preceding, the Common Equipment Payment Plan recurring rate will be applicable for the length of the Rate Stability Plan period subject to the Cancellation Charge indicated in A12.25.6.C. following. Station Links, Standard Features, and Optional Features may be added or removed without the application of a Cancellation Charge.
 - 7. Subscribers may apply for rates developed and offered via a Contract Service Arrangement as specified in Section A5.
- B.** Expiration of Rate Stability Plan Period
 - 1. BellSouth Centrex service subscribers may upon the expiration of their contract choose either a. or b. following.
 - a. The subscriber may continue to receive BellSouth Centrex service under their previously selected Payment Plan and Rate Stability Plan period for their Common Equipment. The currently effective rates will apply for the Common Equipment, Standard Features, Optional Features, and other rate elements in this section.
 - b. The subscriber may choose another Payment Plan and/or Rate Stability Plan period for their Common Equipment. The currently effective rates will apply for the Common Equipment, Standard Features, Optional Features, and other rate elements in this section. If the new Rate Stability Plan period is for 24 months or greater, one month of the Common Equipment monthly rate for the Payment Plan and Rate Stability Plan period selected will be waived for each year of the new Rate Stability Plan period. This waiver does not apply to conversions of other services to BellSouth Centrex service.

Note 1: Effective September 1, 2013, payment periods greater than 36 months are no longer available for new or renewing subscribers of BellSouth Centrex Service.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.8 Common Rates and Charges (Cont'd)

A. General (Cont'd)

2. A station line will be comprised of the Standard Features and the associated Station Link or the equivalent. (Cont'd)
 - c. Where station lines are extended to a premises served by a central office other than the central office providing the telephone number, the interoffice channel will be provided at the rates in A12.25.8.D. following. Rates for the BellSouth Centrex service station links will apply for the link from the distant central office to the subscriber's premises.
 - d. Exchange Access
 - Exchange Access is provided by means of Network Access Registers. Usage charges may apply.
 - Presubscription of a Carrier of Preference is specified in Section 13. of the Interstate Access Services Tariff.
3. Installation Charges
 - a. Installation charges apply as specified, when a rate element is added or changed. These charges apply in addition to other applicable nonrecurring charges.
 - b. One or more rate elements may be provided at the same time and in such instances the specified installation charge will apply for each rate element provided.
4. Additional Directory Listings apply as specified in Section A6. (T)
5. Service Charges apply as specified in Section A4. to service establishment, moves and changes of BellSouth Centrex service. (T)
6. Credits and Surcharges

Credits and surcharges as described following will apply for all BellSouth Centrex service systems. A credit that is equivalent to the F.C.C. End User Common Line charge will be applied to each station line. A surcharge that is equivalent to the F.C.C. End User Common Line charge will be applied to each Network Access Register.
7. Centrex PRI Conversions (T)

Customers may elect to convert existing PRI to Centrex PRI, and vice versa. This is considered an inside move and service rearrangement charges apply (as indicated in A42.3.4.G). Applicable charges for 5ESS switch type include Type 1 (as indicated in A42.3.4.G.1.a) and Premise Visit (as indicated in A42.3.4.G.3.a) per access line converted. Applicable charges for DMS-100 switch type include Type I (as indicated in A42.3.4.G.1.a), Type II (as indicated in A42.3.4.G.1.b) and Premise Visit (as indicated in A42.3.4.G.3) per access line converted.

B. Training Charges

1. **Terms and Conditions** (T)
 - a. The Common Equipment charges in A12.25.9 include initial training as indicated following for training performed during normal business hours. Normal business hours are Monday through Friday, excluding legal holidays, from 8 a.m. to 5 p.m. All subsequent or additional training or training outside of normal business hours will be at charges indicated in A12.25.8.B.2. following. (T)

| Payment Plan | Hours of Initial Training Included |
|--------------|------------------------------------|
| 1 | 4 |
| 2 | 4 |
| 3 | 8 |
| 4 | 8 |
| 5 | 16 |

- b. Rates in this section apply to charges for training provided by employees of the Company. Certain Company agents, not employees of the Company, may provide end user training under separate charges.
2. Rates and Charges
 - (1) Training - subsequent, additional, or outside of normal business hours

| | | |
|--------------|--|-----------------------------|
| (a) Per hour | Nonrecurring Charge \$75.00 | USOC CCXAT |
|--------------|--|-----------------------------|

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.8 Common Rates and Charges (Cont'd)

E. Miscellaneous Terminations (Cont'd)

These charges apply in addition to the rates and charges for the associated facilities in other sections of this *Guidebook* and other Company *Guidebooks*. Terminations are offered where facilities permit. Availability may vary by central office switch type. (Cont'd) (T)

2. Miscellaneous Line Terminations

a. 800 Service

(1) VFG/SFG¹

(a) Each termination

| Installation Charge | Monthly Rate | USOC |
|---------------------|--------------|-------|
| \$51.00 | \$95 | MIH8T |

b. OutWATS

(1) VFG/SFG¹

(a) Each termination

| | | |
|-------|-------|-------|
| 51.00 | 14.00 | MIHOT |
|-------|-------|-------|

3. Digital Termination (1.544 Megabits)

(1) Per Termination

(a) DS1 circuit, each^{1,2}

| | | |
|-------|--------|-------|
| 77.00 | 350.00 | MIHD1 |
|-------|--------|-------|

(b) Per DSO channel activated³

| | | |
|-------|---|-------|
| 32.50 | - | MIHDO |
|-------|---|-------|

- Note 1:** One installation charge applies when any number of terminations are installed at the same time, per occasion.
- Note 2:** Recurring charges apply per DS1 circuit terminated regardless of the number of channels activated.
- Note 3:** One installation charge applies when any number of DS0 channels of the same DS1 circuit are activated at the same time, per occasion, per same group.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.8 Common Rates and Charges (Cont'd)

E. Miscellaneous Terminations (Cont'd)

These charges apply in addition to the rates and charges for the associated facilities in other sections of this *Guidebook* and other Company *Guidebooks*. Terminations are offered where facilities permit. Availability may vary by central office switch type. (Cont'd) (T)

4. Primary Rate ISDN (PRI) Interface^{1, 2, 7}

(1) Per Termination on BellSouth Centrex service³

| | Installation Charge | Monthly Rate | USOC |
|--|--------------------------------|-------------------------|--------------|
| (a) Per interface for connection to other Centrex Type Services, each ⁴ | \$110.00 | \$365.00 | PR72X |
| (b) Per interface for inter-exchange carrier, each ⁴ | 110.00 | 365.00 | PR73X |
| (c) Per interface for connection to customer premises equipment, each ⁴ | 110.00 | 350.00 | PR74X |
| (d) Per B channel activated, each ⁵ | 29.00 | - | PR7BX |
| (e) BellSouth Centrex service PRI telephone number, each ⁶ | - | .20 | PR7NA |

Note 1: The PRI termination is only available to Flat Rate BellSouth Centrex service subscribers.

Note 2: This feature is not available to be provisioned or manipulated by BellSouth Centrex Control. It must be provisioned by the Company.

Note 3: Additional charges for ISDN Access Lines, D Channels, and inter-office channels will apply as indicated in A42.3, as appropriate. *Terms, conditions*, rates, and charges for other associated features and services from this and other *Company guidebooks* will also apply. (T)

Note 4: Recurring charges apply per PRI terminated regardless of the number of B Channels activated.

Note 5: The activation of all B Channels on the PRI facility is required.

Note 6: A PRI telephone number cannot be used to satisfy the one Station Line minimum required for the provision of a BellSouth Centrex service system.

Note 7: Centrex PRI conversion information is available in A12.25.8.A. (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.12 Optional Features (Cont'd)

A. Rates and Charges (Cont'd)

14. Delay Announcement¹

| | Installation Charge | Monthly Rate | USOC |
|--|--------------------------------|-------------------------|--------------|
| (a) Per unique announcement (1AESS, DMS-100, 5ESS, EWSD [®]) | \$145.00 | \$27.50 | M2SDA |
| (b) Subsequent change to announcement (1AESS, DMS-100, 5ESS, EWSD [®]) | 38.50 | - | M2SSC |
| 15. Music on Delay ^{2,3} | | | |
| (a) Per system (DMS-100, 5ESS, EWSD [®]) | 60.00 | 15.50 | M56PS |
| (b) Per interface to music source, each (DMS-100, 5ESS, EWSD [®]) | 75.00 | 15.00 | M56P1 |
| 16. Distinctive Call Waiting | | | |
| (a) Per system (DMS-100) | 59.00 | 1.10 | M2WWD |
| 17. Distinctive Ringing ⁴ | | | |
| (a) Per system (DMS-100) | 59.00 | 1.10 | M2WAD |
| 18. Direct Inward System Access (DISA) ⁵ | | | |
| (a) Per number (DMS-100) | 59.00 | 0.15 | M2UAD |
| (b) Per additional simultaneous access (DMS-100) | 57.00 | 0.15 | M2UBD |
| 19. Do Not Disturb | | | |
| (a) Per line (EWSD [®]) | 4.90 | - | M2XL9 |
| 20. Hunting Arrangements - Uniform Call Distribution (UCD) ³ | | | |
| (1) Per UCD group | | | |
| (a) Each (1AESS, EWSD [®]) | 48.00 | 5.90 | M3AG8 |
| (2) Per UCD group | | | |
| (a) Each (DMS-100, 5ESS) | 48.00 | 5.90 | M3AGA |
| (3) Per line | | | |
| (a) Each (DMS-100) | 1.00 | - | M3AUD |
| (4) Per line | | | |
| (a) Each (1AESS, 5ESS, EWSD [®]) | - | - | CENOJ |
| (5) Electronic Business Set | | | |
| (a) Per DN, Uniform Call Distribution (DMS-100) | - | - | M4FFM |
| (b) Per Key, UCD login/logout (DMS-100) | - | 0.50 | M4DJA |
| 21. Message Waiting Lamp Indication ⁶ | | | |
| (1) Per line (DMS-100) | | | |
| (a) Each | 13.00 | 4.15 | M3CLD |

Note 1: Must be associated with queuing, UCD, or ACD. There is a limit of one announcement per system in the 1AESS switch.

Note 2: Must be associated with queuing, UCD, or ACD. Requires a Private Line Channel at rates and charges specified in the Private Line *Guidebook* for Music on Delay. (T)

Note 3: Rates and charges for Delay Announcement also apply, if appropriate.

Note 4: See the Standard Features List for Distinctive Ringing System Override.

Note 5: Rates and charges for DISA are in addition to those for facilities, transport, Feature Group A, Individual Business Lines, etc.

Note 6: Requires Station Link indicated in A12.25.10.A.1.m. or A12.25.10.A.1.n.. (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.12 Optional Features (Cont'd)

A. Rates and Charges (Cont'd)

22. Music and/or Announcement on Hold¹

| | Installation Charge | Monthly Rate | USOC |
|--|--------------------------------|-------------------------|-------------|
| (a) Per system (DMS-100, 5ESS, EWSD®) | \$60.00 | \$15.50 | M3DS6 |
| (b) Per unique announcement, each (DMS-100, 5ESS, EWSD®) | 60.00 | 25.00 | M3DU6 |
| (c) Per interface to music source, each (DMS-100, 5ESS, EWSD®) | 75.00 | 15.00 | M3DM6 |
| (d) Music on hold, per line (5ESS) | - | - | M3DL5 |
| (e) Subsequent change to announcement (DMS-100, 5ESS, EWSD®) | 38.50 | - | M3DC6 |
| 23. Network Speed Calling | | | |
| (a) Per list (DMS-100) | 155.00 | 0.25 | M3ELD |
| (b) Additions, deletions, and/or changes, per list (DMS-100) | 41.50 | - | M3ECD |
| 24. Personal Call Screening | | | |
| (a) Per system (DMS-100) | 59.00 | 0.25 | M3FSD |
| 25. Queuing (Incoming) ² | | | |
| (a) Per hunt group (1AESS, 5ESS, EWSD®) | 12.00 | 7.10 | M3GQ7 |
| 26. Simplified Message Desk Interface (SMDI) (Intraoffice) and Inter-Switch Simplified Message Desk Interface (ISMDI) (1AESS, DMS-100, 5ESS, EWSD®) ³ | | | |
| (a) Per line arranged in a hunt group associated with an SMDI or ISMDI Link (DMS-100, EWSD®) | 7.00 | - | M3KMD |
| (b) Dial "O" transfer capability, per line (5ESS, EWSD®) | 5.00 | - | M2EE5 |
| 27. Station Controlled Outgoing Restrictions (DMS-100) | | | |
| (a) Per non-EBS controlling station | 225.00 | 12.00 | M3NCD |
| (b) Per non-EBS restricted station | - | - | M3NRD |
| (c) EBS, Per DN, per controlling DN | 225.00 | 12.00 | M4FYN |
| (d) EBS, Per DN, per restricted DN | - | - | M4FZN |
| 28. Station Message Detail Recording - RAO | | | |
| (a) Per system (1AESS, DMS-100, 5ESS, EWSD®) | 650.00 | 165.00 | M3PSA |
| (b) Changes, per system (1AESS, DMS-100, 5ESS, EWSD®) | 45.00 | - | CENON |
| 29. Station Message Detail Recording - Premises ⁴ | | | |
| (a) Per system (1AESS, DMS-100, 5ESS) | 165.00 | 3.75 | M3PSB |
| (b) Changes, per system (1AESS, DMS-100, 5ESS) | 45.00 | - | CENOO |

Note 1: Requires a Private Line Channel at rates and charges specified in the Private Line *Guidebook* for Music on Hold. (T)

Note 2: Rates and charges for Delay Announcement also apply, if appropriate.

Note 3: SMDI Links are available at the rates, *terms and conditions* in A13.46. ISMDI Links are available at the rates, *terms and conditions* in A13.72. (T)

Note 4: Requires appropriate rates and charges associated with Network Usage Information Service in Section A32. (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.12 Optional Features (Cont'd)

A. Rates and Charges (Cont'd)

30. Switch-Computer Application Interface (SCAI) Link, Per Arrangement^{1,2,3} (DMS-100)

| | Installation Charge | Monthly Rate | USOC |
|---|------------------------|-----------------|-------|
| (a) Digital termination | \$500.00 | \$580.00 | M3XDD |
| 31. Time of Day Control of Automatic Route Selection-Basic, Automatic Route Selection-Deluxe, and Network Class of Service | | | |
| (a) Per system (DMS-100, 5ESS, EWSD [®]) | 87.00 | 18.00 | M3QLB |
| (b) Per controlling line (5ESS) | - | - | M3QG5 |
| (c) Per controlled line (5ESS) | - | - | M3QD5 |
| (d) Additions, deletions, and/or changes, per occasion (DMS-100, 5ESS, EWSD [®]) | 23.00 | - | M3QCB |
| 32. Trunk Verification from Station | | | |
| (a) Per system (DMS-100) | 14.65 | 1.30 | M3SVD |
| 33. Call Tracing | | | |
| (a) Per successful trace, per occasion (non-subscription) (1AESS, DMS-100, 5ESS, EWSD) | - | - | NA |
| 34. Simultaneous Ring ^{4,5,6,7,8} | | | |
| (a) Per system (DMS-100, EWSD [®]) | 12.50 | - | CENOP |
| (b) Per Fixed Pilot Directory number (DMS-100, EWSD [®]) | 8.00 | 5.00 | CENOQ |
| (c) Per Customer Managed Pilot Directory number (DMS- 100, EWSD [®]) | 8.00 | 5.00 | CENOR |
| (d) Per Fixed Virtual Pilot Directory number (DMS-100), flat rate | 8.00 | 5.00 | CENOW |
| (e) Per Customer Managed Virtual Pilot Directory number (DMS-100), flat rate | 8.00 | 5.00 | CENOY |
| (f) Per Fixed Virtual Pilot Directory number (DMS-100), measured rate | 8.00 | 5.00 | CENOA |
| (g) Per Customer Managed Virtual Pilot Directory number (DMS-100), measured rate | 8.00 | 5.00 | CENOM |
| (h) Per Fixed Pilot Directory number for Electronic Business Set (DMS-100) | 8.00 | 5.00 | CENOS |
| (i) Per Customer Managed Pilot Directory number for Electronic Business Set (DMS-100) | 8.00 | 5.00 | CENOT |
| (j) Changes per Pilot Directory number (DMS-100, EWSD [®]) | 8.00 | - | CENOU |

Note 1: Requires ACD Basic.

Note 2: Requires a dedicated Four-wire Full Duplex analog or digital facility from the Company's central office to the subscriber's premises. Appropriate Private Line Service charges apply.

Note 3: The Switch-Computer Application Interface (SCAI) Link must be used in conjunction with ACD.

Note 4: This feature is only available for Analog Centrex stations where facilities permit.

Note 5: Maximum of four (4) non-pilot members per SimRing group.

Note 6: Interaction with BellSouth Centrex service features may be limited by the compatibility of the features.

Note 7: This feature is not available to be provisioned or manipulated by BellSouth Centrex Control. It must be provisioned by the Company.

Note 8: Service charges from Section A4. will apply.

(T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.12 Optional Features (Cont'd)

A. Rates and Charges (Cont'd)

35. BellSouth Centrex RingMaster (DMS-100, 5ESS, EWSD®)

- a. BellSouth Centrex RingMaster service will enable a subscriber to have up to three telephone numbers associated with a single line.
- b. BellSouth Centrex RingMaster is not compatible with: Station Links in a different Wire Center; Station Links terminated on Electronic Business Sets; lines equipped with multi-line hunting arrangements, Integrated Services Digital Network (ISDN), and/or Automatic Call Distribution (ACD).
- c. BellSouth Centrex RingMaster is provided subject to the availability of facilities.
- d. All telephone numbers associated with a line equipped with BellSouth Centrex RingMaster must originate from the same Centrex customer group.
- e. When establishing BellSouth Centrex RingMaster service, Call Forwarding service subscribers must choose one of the following options:
 - (1) All telephone numbers associated with one line will be forwarded to a single number when Call Forwarding service is activated.
 - (2) The primary telephone number only will be forwarded when Call Forwarding service is activated. The additional BellSouth Centrex RingMaster service numbers will continue to ring and may be answered at the subscriber's premises.
 - (3) Both the primary and additional BellSouth Centrex RingMaster telephone numbers can be forwarded independent of each other to their own remote locations.
- f. Appropriate nonrecurring charges will apply when changing from one option to the other subsequent to the establishment of BellSouth Centrex RingMaster service.
- g. BellSouth Centrex RingMaster service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies. (T)

h. Per Station Link^{1,2,3}

| | Installation Charge | Monthly Rate | USOC |
|---|---------------------|--------------|-------|
| (1) BellSouth Centrex RingMaster | | | |
| (a) First additional telephone number with distinctive ringing, per line | \$- | \$5.00 | CENRF |
| (b) Second additional telephone number with distinctive ringing, per line | - | 5.00 | CENRG |
| 36. Remote Access Call Forwarding (requires Call Forwarding Variable) | | | |
| (a) Per non-Electronic Business Set link (DMS-100, 5ESS, EWSD®) | - | 7.75 | CENO2 |
| (b) Per Electronic Business Set link (DMS-100 only) | - | 7.75 | CENO7 |
| 37. Secondary Calling Name Delivery (DMS-100, 1AESS, 5ESS, EWSD®) ⁴ | | | |
| (a) Per station link | - | 1.00 | CENO4 |

- Note 1:** Listings for BellSouth Centrex RingMaster service are subject to *terms and conditions* specified in Section A6. for directory listings. (T)
- Note 2:** Available on Analog Station Links only.
- Note 3:** Not available with foreign exchange service and foreign central office service.
- Note 4:** Each line requires an additional listing.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.13 Tandem Switching Features (TSF)

A. General

Tandem Switching Features (TSF) consist of the following features.

1. Basic Capabilities, Per Node
 - Automatic Route Selection - Deluxe (ARS-D) (5ESS)
 - Automatic Alternate Routing (AAR) (5ESS)
 - Network Automatic Route Selection (N-ARS) (DMS-100)
 - Uniform Numbering (UN) (DMS-100, 5ESS)
 - Traveling Class Mark (TCM) (DMS-100, 5ESS)
 - Facilities Restriction Levels (FRL) (DMS-100, 5ESS)
2. TSF Automatic Route Selection - Deluxe (ARS-D), Per Line (5ESS)
3. Automatic Alternate Routing (AAR), Per Line (5ESS)
4. Route Selection Patterns, Per Pattern (DMS-100, 5ESS)
5. Screening, Three Digit, Six Digit and Extended Code (DMS-100, 5ESS)
6. Additions, Deletions, and/or Changes to Node (DMS-100, 5ESS)
7. TSF Terminations (DMS-100, 5ESS)

Additional features associated with Tandem Switching are located in Optional Features, A12.25.12. These features include Authorization Codes, Direct Inward System Access, Network Speed Calling, and Time of Day. (T)

B. *Terms and Conditions*

1. Tandem Switching Features are provided only in association with BellSouth Centrex service furnished where capabilities exist from central office equipment located on Company premises. (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.13 Tandem Switching Features (TSF) (Cont'd)

C. Rates and Charges

1. Basic Capabilities¹

| | Installation Charge | Monthly Rate | USOC MINBC |
|--|--------------------------------|-------------------------|-----------------------|
| (a) Per node (DMS-100, 5ESS) | \$950.00 | \$8.50 | MINBC |
| 2. TSF Automatic Route Selection - Deluxe (ARS-D) | | | |
| (a) Per line, each (5ESS) | - | - | MINAR |
| (b) Per line with TCM (5ESS) | - | 0.25 | MINAS |
| 3. Automatic Alternate Routing (AAR) | | | |
| (a) Per line (5ESS) | - | - | MINAA |
| 4. Route Selection Patterns | | | |
| (a) Per pattern (DMS-100, 5ESS) | 150.00 | - | CENTA |
| 5. Screening | | | |
| (a) Three or Six Digit, per NPA (DMS-100, 5ESS) | 5.00 | - | CENTB |
| (b) Extended Code, per NXX or RNX (DMS-100, 5ESS) | 5.00 | - | CENTC |
| 6. Additions, Deletions, and/or Changes | | | |
| (a) Per occasion, per node (DMS-100, 5ESS) | 32.00 | - | MINDC |
| 7. TSF Terminations ² | | | |
| (a) Per Simulated Facilities Group (SFG) (DMS-100, 5ESS) | 98.00 | 2.60 | MINTS |
| (b) Per termination in SFG (DMS-100, 5ESS) | - | - | MINTT |

A12.25.14 Systems Communication Service (SCS)

A. General

1. Systems Communication Service (SCS) is an arrangement that provides abbreviated dialing between systems. SCS allows users in a BellSouth Centrex service system to dial four or five digits to reach users in the other destinations included in the SCS arrangement. Destinations included in the SCS arrangement may be PBX, MultiServ service, MultiServ PLUS service, BellSouth Centrex service or any other location which may be dialed directly (the subscriber may subscribe to BellSouth Centrex service at the other locations, but it is not required). The calls can be local or toll.
2. The only function SCS offers to BellSouth Centrex service subscribers is abbreviated dialing to the other selected locations.

B. Terms and Conditions

1. SCS will allow four or five-digit dialing on a system basis to the subscriber's distant number range. SCS will prefix any Access Code (if required), Home (HNPA) or Foreign Numbering Plan Area (FNPA) (if required), and NXX dialed by the subscriber before routing to the distant location.
2. The four or five-digit abbreviated dialing ranges cannot be duplicated at any other SCS location or destination.
3. BellSouth Centrex service common equipment is required at each serving central office at which SCS is provided.
4. SCS will be offered only where facilities exist.
5. IntraLATA toll calls will be subject to the applicable rates for the authorized intraLATA toll service selected by the subscriber. InterLATA toll calls will be routed to the Interexchange Carrier (IC) to which the subscriber has presubscribed. Other usage charges will apply as appropriate.
6. When SCS involves more than one subscriber, each subscriber must consent to sharing of information with other subscribers that is necessary for implementation of SCS.

Note 1: See A12.25.13.A.1. for availability of functions included in this rate element.

Note 2: Rates and charges for terminations in BellSouth Centrex service (other than Tandem Switching Features SFGs) are located in A12.25.8.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

(M)

C. Rates and Charges

1. System Abbreviated Dialing Capability for 100 Numbers

| | |
|---------------------|--------------|
| Nonrecurring | |
| Charge | USOC |
| \$75.00 | M2ADA |

- (a) Per system¹
2. Change of SCS Translations

| | | |
|----------------|--------------|--------------|
| (a) Per system | 75.00 | M2ACA |
|----------------|--------------|--------------|

A12.25.15 Telephone Numbers and Facilities Reserved for Future Use

A. General

1. A customer may reserve preassigned telephone numbers and facilities necessary to meet their specified growth requirements at specific locations on a mutually agreeable date. In the event the customer elects not to be provided with reserve telephone numbers, timely station line additions cannot be assured and facilities necessary for growth requirements will be provided only within normal engineering and construction intervals.
2. Telephone numbers reserved for future use includes preassigned telephone numbers and the facilities required. Such telephone numbers and facilities will be removed from reserved status and assigned as active station lines as requested by the customer.
3. The assignment of telephone numbers and the sequence of numbers assigned to a subscriber's system is made at the discretion of the Company.
4. The service is furnished subject to the availability of facilities and telephone numbers.
5. Calls to reserved (unassigned) telephone numbers will be routed to intercept common recorded announcement facilities as specified in A12.25.1.A.
6. Telephone numbers furnished herein retain their reserved status until assigned to a station line at which time the service assumes rates and charges applicable to a BellSouth Centrex service station line.
7. Reserved numbers not assigned to a station line will be billed at the following rates until removed from reserved status or billed as an active BellSouth Centrex service station line.

(T)

B. Rates and Charges

1. Reserved BellSouth Centrex service telephone numbers

| | | |
|---------------------|----------------|--------------|
| Installation | Monthly | |
| Charge | Rate | USOC |
| \$- | \$9.00 | CENAB |

- (a) Per reserved telephone number

A12.25.16 BellSouth Centrex Control

A. Description of Service

1. BellSouth Centrex Control is a feature of BellSouth Centrex service which utilizes a computer-based operations system accessed via an Internet connection or a Company Secure Network pending conversion to Internet access. BellSouth Centrex Control allows end users to activate and/or deactivate selected features and/or change certain service options and feature configurations on designated BellSouth Centrex service station lines. These changes can be performed on a per line basis or a bulk change basis. Subscriber provided equipment is required for the operation of BellSouth Centrex Control. The BellSouth Centrex Control feature is available where central office switching systems and facilities permit. ISDN station lines will only be controllable in the DMS-100 and 5ESS switches where facilities permit.
2. For access to BellSouth Centrex Control, the subscriber will be required to provide appropriate equipment and Internet access. Service established prior to June 30, 2006, using dedicated access lines will be converted to Internet access.

Note 1: Billing will be in increments of 100 numbers. Partial increments will be rounded up to the next 100.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.16 BellSouth Centrex Control (Cont'd)

A. Description of Service (Cont'd)

3. BellSouth Centrex Control subscribers are subject to BellSouth Centrex service *Terms and Conditions* as stated in A12.25. (T)
4. All features which are available via BellSouth Centrex service may not be available for BellSouth Centrex Control from all central offices. Non-controllable features may also be provided on a BellSouth Centrex Control station line. Rates and charges indicated for non-controllable Optional Features will be applicable.
5. If the Company provisions the station lines initially, the Company will provision the basic service capabilities/features indicated in A12.25.1.A. and the initial customer specified set of the available controllable standard and optional features as indicated in A12.25.21, or A12.26 for ISDN lines, on all station lines. If the subscriber requests that the Company provide access to some controllable optional features subsequent to initial installation, the nonrecurring charge in A12.25.16.E.5.(b) following will be applicable. Depending on the subscriber's serving central office switch type, all features may not be controllable via BellSouth Centrex Control. (T)
6. If the subscriber wishes to provision the station line initially, the Company will first provide the station lines with the basic service capabilities/features indicated in A12.25.1.A. (T)
7. BellSouth Centrex Control allows the subscriber to schedule changes for completion by the next business day or for a future business day. Additional priority changes may be requested and the changes completed the same day subject to switch access availability.
8. BellSouth Centrex Control is furnished subject to the availability of facilities and features.
9. If a subscriber requests BellSouth Centrex Control on any station lines in a system, all station lines in that system must be equipped for BellSouth Centrex Control. The Company reserves the right to make certain station lines inaccessible for BellSouth Centrex Control.
10. Service established prior to June 30, 2006, pending conversion to Internet access requires use of a Security Card, see A12.25.16.
BellSouth Centrex Control utilizes Internet access and provides security by requiring login and password identifiers. The subscriber must have one user ID and password for each user accessing the BellSouth Centrex Control Database. In addition, BellSouth Centrex Control ensures that the user can access only their portion of their database. The subscriber will be required to authenticate with a user ID and password before access is permitted.
11. The subscriber will be provided one user ID and password in conjunction with the Service Establishment, Initial Setup. Additional user IDs will be needed if multiple users are to access the data base. Additional user IDs can be obtained per A12.25.16.E following.
12. The subscriber will be provided one Data Base setup in conjunction with the Service Establishment, Initial Setup.
13. At the subscriber's request, the Company may, on a temporary basis, agree to perform the following Activation/Deactivation/Change functions or TN swaps, as outlined in A12.25.16.E. following, for new and existing BellSouth Centrex service subscribers. TN Swaps can only be performed for like type station lines and facilities.
 - Change station line features,
 - Delete features from a line or
 - Add new features to a line.
14. (Obsoleted, see Section A112.)
15. BellSouth Centrex Control provides the subscriber with the ability to print standard administrative reports. (M)
16. BellSouth Centrex Control subscribers may have capabilities beyond those indicated in this Section that are not available to non-Centrex Control subscribers. (M)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.16 BellSouth Centrex Control (Cont'd)

B. *Terms and Conditions*

1. BellSouth Centrex Control is furnished subject to the availability of facilities and the ability of the software to control the requested feature.
2. Limitations and use of BellSouth Centrex Control as stated in Section A2.will apply.
3. Suspension of service at reduced rates as specified in A12.25.2 is not applicable if the customer utilizes BellSouth Centrex Control to deactivate station lines. Suspension of service by the Company will have reduced rates applicable as indicated in A12.25.2.
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 line with this *Guidebook*. (T)
5. To access the BellSouth Centrex Control database, the subscriber must use Internet access or (for service established prior to June 30, 2006, awaiting conversion to Internet access) a voice grade line or the equivalent.
6. All BellSouth Centrex Control controllable lines in the 1AESS, 5ESS, DMS-100 and EWSD switches must be provisioned with a Caller ID Station Link.
7. For station lines equipped with BellSouth Centrex Control, the subscriber can verify and/or display the assignment of features on a single line, range of station lines or all station lines to determine which station line or station lines have a particular feature or service option.
8. BellSouth Centrex Control changes must be entered in conjunction with the following:
 - Prior to Company designated schedules, or
 - As priority changes, or
 - As future dated transactions by the subscriber.
9. The subscriber will be responsible for installation, maintenance and testing of compatible customer-provided equipment (CPE).
10. The Company does not assume responsibility for the compatibility or suitability of the subscriber's (CPE) equipment.
11. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of BellSouth Centrex Control render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
12. The subscriber must provide the Company with a central point of contact for inquiries and/or trouble reports involving station features.
13. The BellSouth Centrex Control subscriber is responsible for initiating a Service Order to correct any information pertaining to the Company's Published Directory Listings that changed as a result of a BellSouth Centrex Control TN Swap. The appropriate Service Charges specified in Section A4. apply.
14. The subscriber must notify *the Company* when an available telephone number used or intended for use as an Additional Directory Number (ADN) is assigned, moved, or deleted by the subscriber in order to assure the appropriate treatment of required information such as PIC, 911, and repair service data. The Company is not responsible for any issues that may arise from inaccurate data or lack of subscriber notification. In the event any claim is brought against the Company in connection with any errors or omissions, the Company's liability shall be limited to one month's service for the BellSouth Centrex service station line or station lines involved. (T)

(M)

(T)

(T)

(T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.16 BellSouth Centrex Control (Cont'd)

C. Moves of Service

1. When a subscriber elects to move service from one serving central office to a different serving central office, the BellSouth Centrex Control Service Establishment charge will apply.
2. Moves of Service *terms and conditions* as outlined in A12.25.7.A. preceding are applicable. (T)

D. Application of Rates

1. BellSouth Centrex Control is available on a per station line basis to customers who subscribe to BellSouth Centrex service. If a subscriber chooses to have BellSouth Centrex Control, all station lines in the subscriber's system must be equipped for BellSouth Centrex Control. The Company reserves the right to make certain station lines inaccessible for BellSouth Centrex Control. All BellSouth Centrex service features which are controllable will be subject to the rates outlined in A12.25.16.E. following.
2. The appropriate Service Charge(s) specified in Section A4. applies to the subsequent establishment of BellSouth Centrex Control. (T)
3. If BellSouth Centrex Control is ordered at the same time as BellSouth Centrex service, only one Service Charge is applicable.
4. The Service Establishment, Initial Setup - Per System charge for BellSouth Centrex Control is for the initial establishment of the BellSouth Centrex Control feature.
This charge includes the initial user ID and the Database Establishment (Per System).
5. (Obsoleted, see Section A112.)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.16 BellSouth Centrex Control (Cont'd)

E. Rates and Charges

- 1. BellSouth Centrex Control, Service Establishment¹

| | Installation Charge | Monthly Rate | USOC CCXEN |
|---|--------------------------------|-------------------------|-----------------------|
| (a) Initial setup, per system | \$950.00 | \$- | |
| 2. BellSouth Centrex Control - Per Line, Initial Setup ^{2,3} | | | |
| (a) Each station line, Company provisioned, subscriber provisioned, or converted from ECAS, DECAS, or Customer Control ⁴ | 19.50 | 3.95 | CENCA |
| 3. User IDs ¹ | | | |
| (a) Per additional user ID and password | 50.00 | - | CCXUC |
| 4. (Obsoleted, see Section A112.) | | | |
| 5. Activation/Deactivation/Change of BellSouth Centrex Controllable features for existing BellSouth Centrex service by the Company at the subscriber's request ^{5,6,7} | | | |
| (a) Subsequent to initial installation, per change or TN swap, per station line ⁸ | 12.50 | - | CENCB |
| (b) Subsequent to initial installation, first activation of controllable optional feature(s), per occasion | 40.00 | - | CENAD |
| 6. (Obsoleted, see Section A112.) | | | |

- Note 1:** Appropriate Service Charges as specified in Section A4. apply. (T)
- Note 2:** Appropriate Service Charges as specified in Section A4. apply. A Secondary Service Charge from Section A4. applies per occasion for the addition or change of a feature or features provided from the Standard Features List for BellSouth Centrex Control in A12.25.21. (T)
- Note 3:** This rate element is in lieu of the Standard Features rate element (USOC CENAA) and is for the provisioning of the initial subscriber specified set of Standard Features and Optional Features appropriate for BellSouth Centrex Control station lines. Station Links will be provided at the monthly recurring rates indicated in A12.25.10. (T)
- Note 4:** The installation charge does not apply for conversion of a station line from non-Centrex Control to Centrex Control.
- Note 5:** Includes EBS, non-EBS, and ISDN station lines.
- Note 6:** Appropriate Service Charges as specified in Section A4. apply. No Service Charges apply if the TN swap is done by the subscriber. (T)
- Note 7:** For additions, deletions, and/or changes required in the common block for Authorization Codes that must be performed by the Company, the charge indicated in A12.25.12.A.1.(e) will be applicable in lieu of the charge in A12.25.16.E.5.(b).
- Note 8:** For additions, deletions and/or changes to Authorization Codes that are performed by the Company on behalf of the customer but which could have otherwise been performed by the customer, the nonrecurring charge will apply per code.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.21 Standard Features List (Cont'd)

C. DMS-100 Non-Electronic Business Sets (Cont'd)

| Feature Element | USOC |
|--|-------------|
| Call Forwarding Don't Answer Programmable, internal destination internal source denied | CENDM |
| Call Forwarding Multiple Simultaneous, Per line | M2JR4 |
| Call Forwarding Variable, Per line - Intragroup - With Ring Reminder | CENLO |
| Call Forwarding Variable, Per line - Intragroup - Without Ring Reminder | CENLF |
| Call Forwarding Variable, Per line - With Ring Reminder (Intra &Inter) | M4QVC |
| Call Forwarding Variable, Per line - Without Ring Reminder (Intra &Inter) | CENLP |
| Call Hold, Per line - With Other Flash Features on line | M4RXC |
| Call Hold, Permanent, Per line | CENDN |
| Call Park/Call Retrieve, Per line | M4SPX |
| Call Pickup, Per line | M4UBC |
| Call Return, Per line | M4VRC |
| Call Selector, Per line | M4WSC |
| Call Tracing, Per line | M2KTA |
| Call Transfer (System Exception), Per line | CENDS |
| Call Waiting Exempt, Per line | M2LED |
| Call Waiting Originating, Per line | M2LOA |
| Call Waiting Terminating w/ Cancel CW - Incoming only, Per line | M2LA6 |
| Call Waiting Terminating w/ Cancel CW, Per line all calls | M2LCA |
| Caller ID Deluxe, Per line ^{1,2} | M2NA7 |
| Caller ID Number Only, Per non-EBS line ^{1,2} | M2NBA |
| Calling Name Delivery, Per line ^{1,2} | M2NC7 |
| Calling Name Display, Intragroup, Per line | M2NDD |
| Calling Number Delivery Blocking - Permanent, Per line (agency) | M2NFA |
| Code Restriction of 011, Per line ³ | M2POA |
| Code Restriction of 10XXX and 101XXXX, Per line ³ | M2P1A |
| Code Restriction of 411, Per line ³ | M2P4A |
| Code Restriction of 900, Per line ³ | M2P9A |
| Code Restriction of N11, Per line ³ | M2PN1 |
| Code Restriction of 0+/0- and 00+/00- (includes international operator calls), Per line ³ | M2PCB |
| Code Restriction of 1+ (except 1+800, 1+888, and other Toll Free Numbers), Per line ³ | M2PCC |
| Code Restriction of Toll Free Numbers (1+800, 1+888, and other Toll Free Numbers), Per line ³ | M2PCD |

- Note 1:** Requires Caller ID, Per System in A12.25.12. (T)
- Note 2:** Feature operation is not guaranteed when used with Station Links provisioned in a different serving wire center.
- Note 3:** Any type of Code Restriction not indicated in this section will be provided via the Automatic Route Selection-Basic feature or Automatic Route Selection-Deluxe feature.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.21 Standard Features List (Cont'd)

G. BellSouth Centrex Control - 1AESS (Cont'd)

| Feature Element | USOC | |
|--|--------------|-----|
| Code Restriction of 1+ (except 1+800, 1+888, and other Toll Free Numbers), Per line ^f | M2PCC | (T) |
| Code Restriction of Toll Free Numbers (1+800, 1+888, and other Toll Free Numbers), Per line ^f | M2PCD | (T) |
| Dial Call Waiting, Per line | M5CWC | |
| Directed Call Pickup - Barge in, Per line | M2VPA | |
| Directed Call Pickup - Non-barge in, Per line | M2VNA | |
| Distinctive Ringing/Call Waiting with Cancel Call Waiting, Per line | M2WC8 | |
| Hunting - Series Completion Circular, Per line | N/A | |
| Hunting - Series Completion Regular, Per line | N/A | |
| Message Waiting Audible (Stutter Dial Tone), Per line | M3CAA | |
| Preferred Call Forwarding, Per line | M5HPC | |
| Repeat Dialing, Per line | M5JRC | |
| Speed Calling Long - Individual, Per line (30 number) | M3LL8 | |
| Speed Calling Long, Per additional line | M3YAA | |
| Speed Calling Long, Per controlling line (30 number Shared) | M3Y30 | |
| Speed Calling Short, Per line (6 Numbers) | M5KSC | |
| Station Restriction - Full Denied Origination, Per line | M5ROC | |
| Station Restriction - Full Denied Termination, Per line | M5LTC | |
| Station Restriction - Full incoming, Per line | M3RC2 | |
| Station Restriction - Full incoming and outgoing, Per line | M3RF2 | |
| Station Restriction - Full outgoing, Per line | M3RG2 | |
| Station Restriction - Semi-incoming, Per line | M3RH2 | |
| Station Restriction - Semi-incoming and outgoing, Per line | M3RJ2 | |
| Station Restriction - Semi-outgoing, Per line | M3RK2 | |
| Station Restriction Denied Access to Special Facilities, Per line | M3RL1 | |
| Three Way Calling, Consultation Hold, Transfer, Per line - Incoming Only - Individual ² | CENLH | (T) |
| Three Way Calling, Consultation Hold, Transfer, Per line (Includes Added Call Transfer in the 1AESS) - All Calls Unrestricted ² | M5UTC | (T) |
| Toll Restriction, Per line | M3ORA | |
| Toll Restriction with Restriction from Mandatory Expanded Local Call Area, Per line | M3OMA | |
| Optional Features Controllable with BellSouth Centrex Control: | | |
| Conference Arrangements - Conference use control - Conference capability, Each ³ | CENCG | (T) |
| Conference Arrangements - Station controlled conference, Per line, Each ^{3,4} | CENAT | (T) |

H. BellSouth Centrex Control - 5ESS

| | | |
|---|--------------|--|
| Automatic Callback/Ring Again, Per line | M53AK | |
| Call Block, Per line | M4HCC | |
| Call Forwarding Busy Line Fixed, Per line (All calls unrestricted) (Forwards all calls) | M4JFC | |
| Call Forwarding Busy Line Fixed, Per line (Incoming only) (Only forwards calls from outside) | CENLJ | |
| Call Forwarding Don't Answer Fixed (All calls unrestricted) | M4NFC | |
| Call Forwarding Don't Answer Fixed, Per line (Incoming only) | CENLK | |
| Call Forwarding Variable, Per line - Incoming Only - With Ring Reminder | CENLL | |
| Call Forwarding Variable, Per line - Intra/Intergroup over Private Facilities - With Ring Reminder | CENLN | |
| Call Forwarding Variable, Per line - Intra/Intergroup over Private Facilities - Without Ring Reminder | CENLD | |
| Call Forwarding Variable, Per line - Intragroup - With Ring Reminder | CENLO | |
| Call Forwarding Variable, Per line - With Ring Reminder (Intra & Inter) | M4QVC | |
| Call Hold, Per line - With Other Flash Features on line | M4RXC | |
| Call Hold, Per line - Without Other Flash Features on line | CENLG | |

Note 1: Any type of Code Restriction not included in this section will be provided via the Automatic Route Selection-Basic feature or the Automatic Route Selection-Deluxe feature.

Note 2: Only one type of Three Way Calling can be selected per system.

Note 3: The rates and charges indicated in A12.25.12.A.13.a.(1) for 6-port conference circuit(s) are applicable. (T)

Note 4: USOC CENCG is required.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.21 Standard Features List (Cont'd)

H. BellSouth Centrex Control - 5ESS (Cont'd)

Optional Features Controllable with BellSouth Centrex Control:

| Feature Element | USOC | |
|--|--------------|-----|
| Authorization Codes, Per system ¹ | CENCC | (T) |
| Authorization Codes, Per line, each | CENAC | |
| Conference Arrangements - Conference use control - Conference capability - Each ² | CENCG | (T) |
| Conference Arrangements - Station controlled conference, Per line - Each ^{2,3} | CENAT | (T) |

I. BellSouth Centrex Control - DMS-100 Non-Electronic Business Sets

| | | |
|--|--------------|--|
| Anonymous Call Rejection, Per line | M2HRL | |
| Automatic Callback/Ring Again, Per line | M53AK | |
| Automatic Line/ Direct connect, Per line | M4BAC | |
| Call Block, Per line | M4HCC | |
| Call Forward Busy Line Fixed, internal/external source, internal/external dest. (Split Destination Fixed) | M6EBX | |
| Call Forwarding Busy Line Fixed (All calls unrestricted) (Forwards all calls) | M4JFC | |
| Call Forwarding Busy Line Fixed, External Source Denied | CENDA | |
| Call Forwarding Busy Line Fixed, Internal Source Denied | CENDB | |
| Call Forwarding Busy Line Programmable internal dest. - All calls - Unrestricted | CENF7 | |
| Call Forwarding Busy Line Programmable internal dest. - internal source denied | CENDC | |
| Call Forwarding Busy Line Programmable internal destination, external source denied | CENDO | |
| Call Forwarding Busy Line Programmable unrestricted destination, external source denied | CENDP | |
| Call Forwarding Busy Line Programmable, internal/external source, internal/external dest.(Split destination programmable) | M4JSX | |
| Call Forwarding Busy Line Programmable, unrestricted dest., all calls | CENB7 | |
| Call Forwarding Busy Line Programmable, unrestricted dest., internal source denied | CENDF | |
| Call Forwarding Don't Answer Fixed (All calls unrestricted) | M4NFC | |
| Call Forwarding Don't Answer Fixed, external source denied | CENDH | |
| Call Forwarding Don't Answer Fixed, internal source denied | CENDJ | |
| Call Forwarding Don't Answer Fixed, internal/external source, internal/external dest.(Split destination fixed) | M6FSX | |
| Call Forwarding Don't Answer Programmable internal destination, external source denied | CENDQ | |
| Call Forwarding Don't Answer Programmable internal/external source, internal/external dest. (Split destination programmable) | M4NSX | |
| Call Forwarding Don't Answer Programmable unrestricted destination, external source denied | CENDR | |
| Call Forwarding Don't Answer Programmable, unrestricted destination all calls | CENDG | |
| Call Forwarding Don't Answer Programmable, unrestricted destination internal source denied | CENDK | |
| Call Forwarding Don't Answer Programmable, internal destination all calls - unrestricted | CENDL | |
| Call Forwarding Don't Answer Programmable, internal destination internal source denied | CENDM | |
| Call Forwarding Variable, Per line - Intragroup - With Ring Reminder | CENLO | |
| Call Forwarding Variable, Per line - With Ring Reminder (Intra & Inter) | M4QVC | |
| Call Hold, Per line - With Other Flash Features on line | M4RXC | |
| Call Hold, Permanent, Per line | CENDN | |
| Call Park/Call Retrieve, Per line | M4SPX | |
| Call Pickup, Per line | M4UBC | |
| Call Return, Per line | M4VRC | |

Note 1: For additions, deletions, and/or changes required in the common block for Authorization Codes that must be performed by the Company, the charge indicated in A12.25.12.A.1.(e) will be applicable in lieu of the charge in A12.25.16.E.5.(b). (T)

Note 2: The rates and charges indicated in A12.25.12.A.13.a.(1) for 6-port conference circuit(s) are applicable. (T)

Note 3: USOC CENCG is required.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.21 Standard Features List (Cont'd)

I. BellSouth Centrex Control - DMS-100 Non-Electronic Business Sets (Cont'd)

Optional Features Controllable with BellSouth Centrex Control:

| Feature Element | USOC | |
|---|-------|-----|
| Authorization Codes, Per system ¹ | CENCC | (T) |
| Authorization Codes, Per line - Station specific | CENAV | |
| Conference Arrangements - Conference use control - Conference capability, Each ² | CENCG | (T) |
| Conference Arrangements - Meet me conference, Per system ^{2,3} | CENCH | (T) |
| Conference Arrangements - Preset conference, Per system ^{2,3} | CENCF | (T) |
| Conference Arrangements - Station controlled conference, Per line, Each ^{2,3} | CENAT | (T) |
| Hunting Arrangements, Per UCD group | CENCM | |
| Hunting Arrangements - UCD, Per line, Each | CENAR | |
| Message Waiting Lamp Indication, Per line ⁴ | CENAS | (T) |
| Station Controlled Outgoing Restrictions, Per non-EBS restricted station | CENAQ | |
| Station Controlled Outgoing Restrictions, Per non-EBS controlling station | CENAK | |

J. BellSouth Centrex Control - DMS-100 Electronic Business Sets

| | | |
|--|-------|-----|
| EBS - MADN - Not PDN/station line - First appearance ⁵ | M4C1A | (T) |
| EBS - MADN - Not PDN/station line - Additional appearance ⁵ | M4CAA | (T) |
| EBS - MADN - Same telephone number as PDN or station line ⁶ | M4CPA | (T) |
| EBS - Per DN - Additional directory number ⁵ | M4FEN | (T) |
| EBS - Per DN - Automatic line | M4FGN | |
| EBS - Per DN - Call block (Selective call rejection) | M4FHN | |
| EBS - Per DN - Call selector | M4FJN | |
| EBS - Per DN - Call waiting exempt | M4FKN | |
| EBS - Per DN - Call waiting originating | M4FMN | |
| EBS - Per DN - Calling name display, intragroup | M4FLN | |

- Note 1:** For additions, deletions, and/or changes required in the common block for Authorization Codes that must be performed by the Company, the charge indicated in A12.25.12.A.1.(e) will be applicable in lieu of the charge in A12.25.16.E.5.(b). (T)
- Note 2:** The rates and charges indicated in A12.25.12.A.13.a.(1) for 6-port conference circuit(s) and large conference additive(s) are applicable. (T)
- Note 3:** USOC CENCG is required.
- Note 4:** Requires Station Link indicated in A12.25.10.A.1.m. or A12.25.10.A.1.n. (T)
- Note 5:** The initial establishment of this feature must be provisioned by the Company or the subscriber must contact the Company for the addition of pertinent information to be associated with the telephone number involved. Service Charges in Section A4. will not apply. (T)
- Note 6:** The initial establishment of this feature must be provisioned by the Company. Service Charges in Section A4. will not apply. (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.21 Standard Features List (Cont'd)

K. BellSouth Centrex Control - EWSD (Cont'd)

Optional Features Controllable with BellSouth Centrex Control

Feature Element

USOC

Conference Arrangements - Conference use control - Conference capability – Each¹

CENCG (T)

Conference Arrangements - Station controlled conference, Per line, Each^{1,2}

CENAT (T)

Do Not Disturb, Per line

CENAU

L. BellSouth Centrex Control - 5ESS - ISDN

Additional Call Appearance, PDN or DN

DS1FG

Automatic Callback/Ring Again

M53AK

Call Block

M4HCC

Call Forwarding Busy Line Fixed (All calls unrestricted) (Forwards all calls)

M4JFC

Call Forwarding Busy Line Fixed (Incoming only)

CENLJ

Call Forwarding Don't Answer Fixed (All calls unrestricted)

M4NFC

Call Forwarding Don't Answer Fixed, incoming only

CENLK

Call Forwarding Variable - Incoming Only - With Ring Reminder

CENLL

Call Forwarding Variable - Intra/Intergroup over Private Facilities - With Ring Reminder

CENLN

Call Forwarding Variable - Intra/Intergroup over Private Facilities - Without Ring Reminder

CENLD

Call Forwarding Variable - Intragroup - With Ring Reminder

CENLO

Call Forwarding Variable - With Ring Reminder (Intra & Inter)

M4QVC

Call Pickup

M4UBC

Call Pickup - with Secondary Group

CENLQ

Call Return

M4VRC

Call Selector

M4WSC

Call Tracing

M2KTA

Code Restriction of 011 - Per line³

M2POA (T)

Code Restriction of 411 - Per line³

M2P4A (T)

Code Restriction of 900 - Per line³

M2P9A (T)

Code Restriction of N11 - Per line³

M2PN1 (T)

Code Restriction of 0+/0- and 00+/00- (includes international operator calls), Per line³

M2PCB (T)

Code Restriction of 1+ (except 1+800, 1+888, and other Toll Free Numbers), Per line³

M2PCC (T)

Code Restriction of Toll Free Numbers (1+800, 1+888, and other Toll Free Numbers), Per line³

M2PCD (T)

Conference, Drop, Hold & Transfer

DS1FN

Directed Call Pickup - Barge in for ISDN

DS1DC

Directed Call Pickup - Barge in Terminating for ISDN

DS1DT

Directed Call Pickup - Non-barge in

M2VNA

Directed Call Pickup - Non-barge in exempt

M2VC6

ISDN Intercom Calling - Automatic

DS1FD

ISDN Intercom Calling - Dial

DS1FE

Message Waiting Audible (Stutter Dial Tone)

M3CAA

Preferred Call Forwarding

M5HPC

Repeat Dialing

M5JRC

Note 1: The rates and charges indicated in A12.25.12.A.13.a.(1) for 6-port conference circuit(s) are applicable. (T)

Note 2: USOC CENCG is required.

Note 3: Any type of Code Restriction not indicated in this section will be provided via the Automatic Route Section-Basic feature or Automatic Route Selection-Deluxe feature.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.21 Standard Features List (Cont'd)

L. BellSouth Centrex Control - 5ESS - ISDN (Cont'd)

| Feature Element | USOC | |
|--|--------------|-----|
| Secondary Only DN (Shared or Non-Shared) - First appearance ¹ | LLDSF | (T) |
| Selective Call Acceptance | M3JA6 | |
| Shared Non-ISDN DN | DOE | |
| Shared Primary DN - First appearances on each additional terminal | DS1FJ | |
| Shared Secondary Only DN - First appearance on each additional terminal | DS1F1 | |
| Speed calling Long - Per additional line | M3YAA | |
| Speed Calling Long - Per controlling line (30 number Shared) | M3Y30 | |

Note 1: The initial establishment of this feature must be provisioned by the Company. Service Charges in Section A4. will not apply. (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.21 Standard Features List (Cont'd)

L. BellSouth Centrex Control - 5ESS - ISDN (Cont'd)

| Feature Element | USOC |
|---|--------------|
| Speed Calling Short (6 Numbers) | M5KSC |
| Station Restriction - Full incoming - Per line | M3RC2 |
| Station Restriction - Full incoming and outgoing - Per line | M3RF2 |
| Station Restriction - Full outgoing - Per line | M3RG2 |
| Station Restriction - Semi-incoming - Per line | M3RH2 |
| Station Restriction - Semi-incoming and outgoing - Per line | M3RJ2 |
| Station Restriction - Semi-outgoing | M3RK2 |
| Visual Message Waiting Indicator | LLAVP |

Optional Features Controllable with BellSouth Centrex Control:

| | | |
|---|--------------|-----|
| Authorization Codes - Per system ¹ | CENCC | (T) |
| Authorization Codes - Per line, each ¹ | CENAC | (T) |
| Six-Way Conference, Drop, Hold and Transfer | CENL6 | |

M. BellSouth Centrex Control - DMS-100 - ISDN

| | |
|--|--------------|
| Additional Call Appearance, PDN or DN | DS1FG |
| Automatic Callback/Ring Again | M53AK |
| Auto Dial | M4DKB |
| Automatic Line | M4BAC |
| Call Block | M4HCC |
| Call Forward Busy Line Fixed, internal/external source, internal/external destination | M6EBX |
| Call Forwarding Busy Line Fixed (All calls unrestricted) (Forwards all calls) | M4JFC |
| Call Forwarding Busy Line Fixed, External Source Denied | CENDA |
| Call Forwarding Busy Line Fixed, Internal Source Denied | CENDB |
| Call Forwarding Busy Line Programmable internal destination (All calls - Unrestricted) | CENF7 |
| Call Forwarding Busy Line Programmable internal destination, internal source denied | CENDC |
| Call Forwarding Busy Line Programmable internal destination, external source denied | CENDO |
| Call Forwarding Busy Line Programmable unrestricted destination, external source denied | CENDP |
| Call Forwarding Busy Line Programmable, internal/external source, internal/external destination (Split destination programmable) | M4JSX |
| Call Forwarding Busy Line Programmable, unrestricted destination, all calls | CENB7 |
| Call Forwarding Busy Line Programmable, unrestricted destination, internal source denied | CENDF |
| Call Forwarding Don't Answer Fixed (All calls unrestricted) | M4NFC |
| Call Forwarding Don't Answer Fixed, external source denied | CENDH |
| Call Forwarding Don't Answer Fixed, internal source denied | CENDJ |
| Call Forwarding Don't Answer Fixed, internal/external source, internal/external destination (Split destination fixed) | M6FSX |
| Call Forwarding Don't Answer Programmable internal destination, external source denied | CENDQ |
| Call Forwarding Don't Answer Programmable internal/external source, internal/external destination (Split destination programmable) | M4NSX |
| Call Forwarding Don't Answer Programmable, unrestricted destination, external source denied | CENDR |
| Call Forwarding Don't Answer Programmable, unrestricted destination all calls | CENDG |
| Call Forwarding Don't Answer Programmable, unrestricted destination, internal source denied | CENDK |
| Call Forwarding Don't Answer Programmable, internal destination all calls, unrestricted | CENDL |
| Call Forwarding Don't Answer Programmable, internal destination, internal source denied | CENDM |
| Call Forwarding Variable - Intragroup - With Ring Reminder | CENLO |

Note 1: For additions, deletions, and/or changes required in the common block for Authorization Codes that must be performed by the Company, the charge indicated in A12.25.12.A.1.(e) will be applicable in lieu of the charge in A12.25.16.E.5.(b).. (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.21 Standard Features List (Cont'd)

M. BellSouth Centrex Control - DMS-100 - ISDN (Cont'd)

| Feature Element | USOC | |
|--|-------|-----|
| Call Forwarding Variable - With Ring Reminder (Intra & Inter) | M4QVC | |
| Call Park/Call Retrieve | M4SPX | |
| Call Pickup | M4UBC | |
| Call Tracing | M2KTA | |
| Call Transfer (System exception) | CENDS | |
| Calling Name Display, Intragroup | M2NDD | |
| Code Restriction of 011 - Per line ¹ | M2POA | (T) |
| Code Restriction of 411 - Per line ¹ | M2P4A | (T) |
| Code Restriction of 900 - Per line ¹ | M2P9A | (T) |
| Code Restriction of N11 - Per line ¹ | M2PN1 | (T) |
| Code Restriction of 0+/- and 00+/00- (includes international operator calls), Per line ¹ | M2PCB | (T) |
| Code Restriction of 1+ (except 1+800, 1+888, and other Toll Free Numbers), Per line ¹ | M2PCC | (T) |
| Code Restriction of Toll Free Numbers (1+800, 1+888, and other Toll Free Numbers), Per line ¹ | M2PCD | (T) |
| Conference, Drop, Hold, Transfer (4 features) | DS1FN | |
| Data Call Protection | M4YPG | |
| Directed Call Pickup - Barge in exempt | M2VBD | |
| Directed Call Pickup - Non-barge in | M2VNA | |
| Directed Call Pickup - Non-barge in exempt | M2VC6 | |
| Executive Busy Override | M2YED | |
| Executive Busy Override Exempt | M64EX | |
| ISDN Intercom Calling - Automatic | DS1FD | |
| ISDN Intercom Calling - Dial | DS1FE | |
| Key Short Hunt | M4GDE | |
| Last Number Redial | M65LX | |
| Last Number Redial all DN's | CENEL | |
| MADN - Secondary MADN call forwarding | M4FWN | |
| MADN - Ring forward - Automatic | M4FTN | |
| MADN - Ring forward - Manual | M4GDC | |
| Make Set Busy - All Calls (Per DN) | M4FUN | |
| Make Set Busy - All Calls (Per Key List) | M4EUP | |
| Make Set Busy - Intragroup (Per DN) | CENEN | |
| Make Set Busy - Intragroup (Per Key List) | CENEJ | |
| Manual Exclusion | DS1FM | |
| Preferred Call Forwarding | M5HPC | |
| Privacy Release | DS1FU | |
| Query Time and Date | M4DHZ | |
| Secondary Only DN (Shared or Non-Shared) - First appearance ² | LLDSF | (T) |
| Selective Call Acceptance | M3JA6 | |
| Shared Non-ISDN DN | DOE | |
| Shared Primary DN - First appearance on each additional terminal | DS1FJ | |
| Shared Secondary Only DN - First appearance on each additional terminal | DS1FI | |
| Speed Calling Long - Per additional line | M3YAA | |
| Speed Calling Long - Per controlling line (30 number shared) | M3Y30 | |
| Speed Calling Long - Per controlling line (50 number shared) | M3Y50 | |
| Speed Calling Long - Per controlling line (70 number shared) | M3Y70 | |

Note 1: Any type of Code Restriction not indicated in this section will be provided via the Automatic Route Selection-Basic feature or Automatic Route Selection-Deluxe feature.

Note 2: The initial establishment of this feature must be provisioned by the Company. Service charges in Section A4. will not apply. (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.21 Standard Features List (Cont'd)

M. BellSouth Centrex Control - DMS-100 - ISDN (Cont'd)

| Feature Element | USOC | |
|--|-------|-----|
| Speed Calling Short (6 Numbers) | M5KSC | |
| Station Restriction - Deny Incoming from Outside | M3RDE | |
| Station Restriction - Full Denied Originating | M5ROC | |
| Station Restriction - Full Denied Terminating | M5LTC | |
| Visual Message Waiting Indicator | LLAVP | |
| Optional Features Controllable with BellSouth Centrex Control: | | |
| Authorization Codes - Per System ¹ | CENCC | (T) |
| Authorization Codes Station Specific | CENAV | |
| Conference Arrangements - Conference use control - Conference capability – Each ² | CENCG | (T) |
| Conference Arrangements - Meet me conference - Per System ^{2,3} | CENCH | (T) |
| Conference Arrangements - Preset conference - Per System ^{2,3} | CENCF | (T) |
| Six-Way Conference, Drop, Hold and Transfer | CENL6 | |
| UCD - Per DN | CENAP | |
| UCD - Login/Logout | CENAJ | |

Note 1: For additions, deletions, and/or changes required in the common block for Authorization Codes that must be performed by the Company, the charge indicated in A12.25.12.A.1.(e) will be applicable in lieu of the charge in A12.25.16.E.5.(b). (T)

Note 2: The rates and charges indicated in A12.25.12.A.13.a.(1) for 6-port conference circuit(s) and large conference additive(s) are applicable. (T)

Note 3: USOC CENCG is required.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

A12.26 BellSouth Centrex ISDN Service (Cont'd)

A12.26.1 General (Cont'd)

- E. (DELETED)
- F. BellSouth Centrex ISDN Service will consist of the following components:
 - BellSouth Centrex Service Common Equipment
 - Station Lines
 - Network Access Registers
 - Optional Features
- G. The BellSouth Centrex ISDN service station line will be comprised of the following components:
 - Basic Rate Digital Subscriber Line (DSL) Access
 - At least one channel, either B or D, must be activated. A minimum of one and maximum of eight User Profiles per Basic Rate Digital Subscriber Line (DSL) Access Arrangement
 - Standard Features
- H. The Basic Rate Digital Subscriber Line (DSL) Access will be counted as the station line in determining the application of the service Charges specified in Section A4. and the End User Charges as specified in the End User Common Access Service Section of BellSouth Telecommunications, Inc., FCC No.1, Section 4. (T)

A12.26.2 Terms and Conditions (T)

- A. BellSouth Centrex ISDN Service is available only in connection with BellSouth Centrex Service. *Terms and Conditions* for BellSouth Centrex Service in A12.25 will apply to BellSouth Centrex ISDN service. (T)
- B. Customer Premises Equipment (CPE) that is compatible with the ISDN Interface is the responsibility of the user for provisioning.
- C. The Company will be responsible for publishing and maintaining ISDN Interface Specifications.
- D. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of Basic Rate Access render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system, or otherwise affect its use or performance.
- E. Suspension of service will be allowed under the *terms and conditions* in A12.25, except that suspension of service will not be applicable to the packet portion of the BellSouth Centrex ISDN line. The Basic Rate Digital Subscriber Line (DSL) Access and User Profile per circuit switched voice/data of the suspended line will be at the reduced rate as specified in A12.25. The features associated with the suspended line will be suspended at no rate. (T)(M)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

A12.26 BellSouth Centrex ISDN Service (Cont'd)

(M)

A12.26.3 Rates and Charges

- A. The BellSouth Centrex ISDN Service is associated with existing forms of exchange access which is BellSouth Centrex Service. These rates and charges are applicable in addition to the rates and charges for associated services and features.
- B. BellSouth Centrex ISDN Service B and D channel access will be available in combinations restricted by the limits of the Company central office type. The subscriber will choose the most appropriate combination(s) and will be billed the required B and D channel access and the additional options as needed.
- C. Rates and charges for BellSouth Centrex ISDN Service Common Equipment are in addition to the charges in this section of the guidebook.
- D. Interoffice circuit
 - 1. Per DSL

| | | Installation | Payment Plans¹ | | | | | |
|--|----------------------------|---------------------|----------------------------------|-----------------|-----------------|-----------------|----------------|--------------|
| | | Charge | Plan 1 | Plan 2 | Plan 3 | Plan 4 | Plan 5 | USOC |
| (a) | Each, including first mile | \$240.00 | \$115.00 | \$110.00 | \$105.00 | \$100.00 | \$95.00 | M1GNC |
| (b) | Each addl. mile | - | 0.45 | 0.42 | 0.39 | 0.37 | 0.35 | M1GNM |
| E. ISDN Basic Rate Digital Subscriber Line (DSL) Access Capability Charges | | | | | | | | |
| 1. Basic Rate DSL Access Arrangement | | | | | | | | |
| a. Two-wire interface | | | | | | | | |
| (1) Per DSL | | | | | | | | |
| (a) | Low volume - 5ESS/DMS | 130.00 | 37.00 | 37.00 | 37.00 | 37.00 | 37.00 | LTU1X |
| (b) | (DELETED) | | | | | | | |
| (c) | Low volume - EWSD | 130.00 | 37.00 | 37.00 | 37.00 | 37.00 | 37.00 | LTU1E |

Note 1: Effective September 1, 2013, payment periods greater than 36 months are no longer available for new or renewing subscribers of BellSouth Centrex Service.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

A12.26 BellSouth Centrex ISDN Service (Cont'd)

A12.26.3 Rates and Charges (Cont'd)

E. ISDN Basic Rate Digital Subscriber Line (DSL) Access Capability Charges (Cont'd)

2. B and D Channel Access

a. Interface Users

(1) Terminal Service Profile (EWSD®)

| | Installation Charge | Plan 1 | Plan 2 | Plan 3 | Plan 4 | Plan 5 | USOC |
|---|---------------------|--------|--------|--------|--------|--------|-------|
| (a) Each | - | - | - | - | - | - | EWSTP |
| (2) Alternate Voice and Data - For use with Flat Rate BellSouth Centrex ISDN Service ¹ | | | | | | | |
| (a) Circuit Switched Voice/Data (5ESS/DMS) | \$10.00 | \$9.75 | \$8.25 | \$6.75 | \$5.25 | \$3.75 | LTQ8X |
| (b) Circuit Switched Voice - EWSD ^{®2} | 10.00 | 9.75 | 8.25 | 6.75 | 5.25 | 3.75 | LTQVB |
| (c) Circuit Switched Data - EWSD ^{®2} | - | - | - | - | - | - | LTQDB |
| (3) Alternative Voice and Data - For use with Measured Rate BellSouth Centrex ISDN Service ¹ | | | | | | | |
| (a) Circuit Switched Voice/Data (5ESS/DMS) | 10.00 | 7.75 | 6.50 | 5.25 | 4.00 | 2.75 | LTQ8M |
| (b) Circuit Switched Voice - EWSD ^{®2} | 10.00 | 7.75 | 6.50 | 5.25 | 4.00 | 2.75 | LTQMV |
| (c) Circuit Switched Data - EWSD ^{®2} | - | - | - | - | - | - | LTQMD |

3. Usage (M)

a. Circuit Switching - Outside the Business Group (M)

- (1) For fully Measured systems per minute usage rates, for all circuit switched services (voice and/or data) apply to the average local exchange use (rounded to the nearest second) and are defined in Section A3. Usage rates are applicable for transmission outside of the subscriber's system or the subscriber's serving central office. (T)(M)

F. Standard Features (M)

Customers are required to subscribe to BellSouth Centrex ISDN service before ordering the Standard Features rate element. Calling/Called Number Delivery, Calling Name Delivery in equipped 5ESS and EWSD switches, Intercom and Call Hold are provided with the service. BellSouth Centrex ISDN Service Standard Features rate element will be required per user access for all B-channel access. (M)

- (1) Rates as specified in A12.25.11 apply. (T)(M)

| | Nonrecurring Charge | Monthly Rate | USOC |
|----------------------|---------------------|--------------|-----------|
| (a) Per User Profile | - | - | CENAA (M) |

Note 1: This element is applied to each B channel access to circuit switched voice/data on a DSL.

Note 2: Both Voice and Data required on EWSD®.

Note 3: Effective September 1, 2013, payment periods greater than 36 months are no longer available for new or renewing subscribers of BellSouth Centrex Service.

Page 77.7.2 is hereby deleted in its entirety and removed from this Guidebook.

(N)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

A12.26 BellSouth Centrex ISDN Service Cont'd)

(M)

A12.26.4 Standard Features List

Features listed following are included as BellSouth Centrex ISDN Service Standard Features. Subscribers may activate any of the features included in this rate element. Some features may be mutually exclusive. Some features may not be available in both Custom and National ISDN.

| Feature Element | USOC |
|---|--------------|
| Additional Call Appearance, PDN or DN | DS1FG |
| Anonymous Call Rejection | M2HRL |
| Automatic Dial (DMS-100) | M4DKB |
| Automatic Callback/Ring Again | M53AK |
| Automatic Line/Direct Connect | M4BAC |
| Call Block | M4HCC |
| Call Forwarding Busy Line Fixed, internal/external source, internal/external destination (Split Destination Fixed) (DMS-100) | M6EBX |
| Call Forwarding Busy Line Fixed (All calls unrestricted) (Forwards all calls) | M4JFC |
| Call Forwarding Busy Line Fixed, External Source Denied (DMS-100) | CENDA |
| Call Forwarding Busy Line Fixed, Internal Source Denied (DMS-100) | CENDB |
| Call Forwarding Busy Line Fixed (Incoming only) (5ESS/EWSD®) | CENLJ |
| Call Forwarding Busy Line - Data (5ESS/EWSD®) | LLRCD |
| Call Forwarding Busy Line Programmable Internal dest. (All calls unrestricted) (DMS-100) | CENF7 |
| Call Forwarding Busy Line Programmable Internal dest., internal source denied (DMS-100) | CENDC |
| Call Forwarding Busy Line Programmable Internal dest., external source denied (DMS-100) | CENDO |
| Call Forwarding Busy Line Programmable unrestricted destination, ext. source denied (DMS-100) | CENDP |
| Call Forwarding Busy Line Programmable internal/external source, internal/external dest. (Split destination programmable) (DMS-100) | M4JSX |
| Call Forwarding Busy Line Programmable, unrestricted dest. (All calls) (DMS-100) | CENB7 |

Material previously appearing on this page now appears on page(s) 77.7.1.1 of this section.

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERING

A12.26 BellSouth Centrex ISDN Service

A12.26.5 Optional Features List

A. Optional Features

Optional Features may be added to the BellSouth Centrex ISDN service line as needed. The features are applied as specified.

B. Rates and Charges

1. Optional Features

a. Optional Circuit Switched Features for use with non-EKTS or EKTS

(1) Six-Way Conference, Drop, Hold and Transfer

| | Nonrecurring Charge | Monthly Rate | USOC LLY6P |
|---|--------------------------------|-------------------------|-----------------------|
| (a) Per User Profile | \$2.00 | \$9.50 | |
| b. (DELETED) | | | |
| c. Feature Function Button Programming ¹ | | | |
| (a) Per Configuration Group (5ESS) | 32.00 | - | DS1A1 |
| (b) Per Terminal (DMS) | 4.00 | - | DS1A2 |
| (c) Per Feature Key Map (EWSD) | 32.00 | - | DS1A3 |

A12.27 (DELETED)

(M)

Note 1: Charges for Feature Function Button Programming will be based on the total number of Configuration Groups, Terminals or Feature Key Maps programmed.

Pages 80.1 through 105 are hereby deleted in their entirety and removed from this Guidebook.

(N)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.28 BellSouth Centrex Service Package

A12.28.1 General

- A. BellSouth Centrex Service Package is an arrangement providing BellSouth Centrex service to Subscribers as part of a packaged offering with a Customized Common Block and a one-to-one Station Link-to-Network Access Register ratio.
- B. BellSouth Centrex Service Package may be comprised of the following components:
 1. Common Equipment (Payment Plan 3) (as described in A12.25 preceding)
 2. Station Links (as described in A12.25 preceding)
 3. Network Access Registers (NARs) (as described in A3.8) (T)
 4. Standard Features (as described in A12.25 preceding) (T)

A12.28.2 Terms and Conditions

- A. BellSouth Centrex Service Package is furnished subject to the availability of facilities.
- B. Each system established must consist of a minimum of the Common Equipment (Payment Plan 3), six (6) Station Links with Standard Features, and six (6) Network Access Registers.
- C. *Terms and conditions* for BellSouth Centrex Service set forth in A12.25 preceding apply to BellSouth Centrex Service Package, unless otherwise specified. (T)
- D. BellSouth Centrex Service Package is only offered for term agreements of twenty-four (24) or thirty-six (36) months.
- E. The Subscriber will be billed at the monthly rates for the initial Station Link commitment throughout the term of the BellSouth Centrex Service Package agreement, even in the event that the Subscriber's Station Link number falls below the initial Station Link commitment.
- F. 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, its employees, or its agents, in line with this *Guidebook*. (T)
- G. BellSouth Centrex Service Package is only available with Customized Common Block.
- H. BellSouth Centrex Service Package is based on a one-to-one Station Link-to-Network Access Register ratio.
- I. Centrex Control will not be offered as part of BellSouth Centrex Service Package.
- J. Electronic Business Sets, BellSouth Centrex ISDN, and Station Links from a Different Serving Wire Center will not be offered as part of the BellSouth Centrex Service Package.
- K. BellSouth Centrex Service optional features can be purchased for BellSouth Centrex Service Package at rates specified in A12.25 preceding.
- L. BellSouth Centrex Service Package is available with the following switch types: 1AESS, 5ESS, DMS-100, EWSD®, DCO.
- M. BellSouth Centrex Service Package is available flat rate only.
- N. Service charges apply as specified in Section A4. (T)
- O. BellSouth Centrex Service Package may be converted to BellSouth Centrex service as follows:
 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. (T)
 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. (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.28 BellSouth Centrex Service Package

A12.28.2 Terms and Conditions (Cont'd)

- P.** Suspension/Denial of Service – BellSouth Centrex Service Package may be suspended or denied as follows: (T)
1. Suspension of service at the request of the Subscriber will be allowed on the BellSouth Centrex Service Package system components described in A12.28.1.B at fifty percent (50%) of the rate regularly charged. There is no time limitation for suspension of service. Other rules and restrictions as outlined in Section A2. apply. (T)
- Q.** Special Assemblies will not be allowed for BellSouth Centrex Service Package.
- R.** Unconditional Satisfaction Guarantee - if the Subscriber is not completely satisfied with BellSouth Centrex Service Package 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 (90) days recurring billing) for rate elements as specified in this section for BellSouth Centrex Package service.
 - b. Services from Section A4. (T)
 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. (T)
 3. Customer-provided equipment acquired for use with BellSouth Centrex Service Package will not be included in this plan.
 4. Other facilities, features, and services not located in this Section will not be included in this plan. (T)
 5. This guarantee will not apply to transfers of service, moves, conversions, or renewal of Payment Plan.
 6. BellSouth Centrex Service Package 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 *Company* services. (T)
 9. Cancellation charges will not apply to BellSouth Centrex Service Package disconnected under this plan.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.28 BellSouth Centrex Service Package

A12.28.3 Payment Schedules

A. BellSouth Centrex Service Package will be offered at the rates and charges set forth in A12.28.5 following.

A12.28.4 Cancellation

A. The following charges are incurred when removal of BellSouth Centrex Service Package System Common Equipment occurs prior to the expiration of the Subscriber’s BellSouth Centrex Service Package Term Agreement.

1. The Subscriber’s BellSouth Centrex Service Package Term Agreement Cancellation charge will be calculated by multiplying the Common Equipment monthly recurring charge from Payment Plan 3 (as described in A12.25.9 preceding) times the number of months remaining on the Subscriber’s BellSouth Centrex Service Package Service Term Agreement.

A12.28.5 Rates and Charges

A. BellSouth Centrex Service Package Arrangement

| | Nonrecurring Charges | Monthly Recurring Charges | USOC |
|---|---------------------------------|--|-------------|
| 1. 24 Month Term | | | |
| (a) Common Equipment ¹ | \$- | \$- | CENPA |
| (b) Station Links | - | 55.00 | CENPB |
| 2. 36 Month Term | | | |
| (a) Common Equipment ¹ | - | - | CENPX |
| (b) Station Links | - | 49.00 | CENPY |
| 3. Minimum Monthly Charge – Per Station Link ² | | | |
| (a) Minimum Monthly Charge – 24 Months | - | 55.00 | CENML |
| (b) Minimum Monthly Charge – 36 Months | - | 49.00 | CENMM |

Note 1: Non-Recurring Charges for the Common Equipment (as described in A12.25.9 preceding) will apply.

Note 2: Incurred when a Subscriber’s Station Link number falls below the minimum Station Link commitment (as described in A12.28.2.E), charged per Station Link. Service charges from Section A4. will not apply.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.2 Terms, Conditions and Limitations

(T)

A. All Custom Calling Services

1. The services are available subject to network capability and facility availability.
2. The services are furnished in connection with individual line service except Call Forwarding Variable and Speed Calling are available with Mobile Telephone service where facilities permit. The service is not available in connection with Prestige Communications Service, Prestige Communications Package, Prestige Deluxe, ESSX-1, Centrex or Coin telephone services.
3. Custom Calling Services can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.

B. Call Forwarding – all varieties

1. In addition to the rates in this Guidebook section for the Call Forwarding features, the following charges apply for the call being forwarded.
 - a. Between the originating station and the call forwarding location.
The charge for this portion of a forwarded call shall be the charge specified in this Guidebook, or any other applicable service publication, for the type of call involved, either local or long distance, for the entire duration of the call measured from the originating wire center or rate center, as appropriate, to the wire center or rate center, as appropriate, serving the call forwarding customer.
 - b. Between the call forwarding location and the terminating station.
For calls forwarded outside the Local Calling Area, the Call Forwarding customer is responsible for the applicable customer-dialed station-to station charges specified in this Guidebook or any other applicable service publication.
For calls forwarded inside the Local Calling Area, a measured or message rate service Call Forwarding customer is responsible for the applicable customer-dialed measured or message rate service charges specified in this Guidebook, as appropriate, for each call completed.
2. For use with PBX trunks, Call Forwarding is offered subject to the following limitations:
 - a. It may be provided only when compatible with the equipment configuration at the customer's premises.
 - b. It is available only on two-way trunks.
 - c. It is not available with Direct Inward Dialing trunks.
 - d. If the feature is proposed on a facility on which hunting is also to be provided, this service is available only with Multi-Line and Series Completion hunting arrangements and is subject to the limitations of these arrangements.
 - e. When calls are being forwarded intra-office, the number of calls that can be forwarded simultaneously is equal to the number of trunks in the customer's system that are arranged to receive calls and are equipped to provide the Call Forwarding feature.
 - f. When calls are being forwarded inter-office, only one call can be forwarded at a time.
 - g. Call Forwarding can be sequentially forwarded in a chain across lines within a central office a maximum of five times.

C. Three-Way Calling

Two toll points may be connected by Three-Way Calling.

D. Speed Calling

On PBX trunks, this feature is available on a per trunk equipped basis.

On OutWATS lines, this feature is available on a per line equipped basis and is limited to one Speed Calling list per OutWATS facility group.

E. Call Forwarding Busy Line

The customer-selected forward-to telephone number is preprogrammed at the time service is established and can only be changed via service order.

(M)

(M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.2 Terms, Conditions and Limitations (Cont'd)

F. Call Forwarding Don't Answer

The customer-selected forward-to telephone number and specified interval are programmed at the time service is established and can only be changed via service order. No service charge is applicable if the customer requests a ring count change within thirty days from the establishment of the feature on the subscriber's line.

G. Call Forwarding Don't Answer with Ring Control (CFDA-RC)

The forwarded-to telephone number is specified at the time service is established and can only be changed via service order. Such change is subject to normal service charges. After establishment of service, the interval after which forwarding occurs must be changed by the customer and cannot be changed via service order. A change made by the customer to the interval is not subject to service charges.

H. Customer Control Call Forwarding Busy Line

The destination telephone number is specified by the customer at the time this feature is ordered and can only be changed via service order.

I. Customer Control Call Forwarding Don't Answer

The destination telephone number and forwarding interval are specified by the customer at the time this feature is ordered and can only be changed via service order. No service charge is applicable if the customer requests a ring count change within thirty days from the establishment of the feature on subscriber's line.

J. Call Forwarding Multipath

Where facilities permit for a single (non-rotary) exchange line/trunk or a rotary (hunting) arrangement of 10 or less lines/trunks, 10 calling paths will be provided at no charge. For a hunting arrangement greater than 10 lines/trunks, additional paths (in excess of the 10 provided at no charge) can be purchased. The total number of calling paths cannot exceed the number of lines/trunks in the forwarding hunting arrangement. In all cases, the number of call forwarding paths is dependent upon the terminating capability of the forward-to directory number. For the Call Forwarding Don't Answer feature each call will be forwarded at the completion of each ring cycle. A service order charge will apply to requests to increase or decrease the number of calling paths.

K. Call Waiting ID

1. Call Waiting ID is furnished only to single line residence customers.
2. Subscribers to Call Waiting ID must have Touch-Tone service.
3. The customer must have a Calling Identification Delivery feature, such as Caller ID-Basic or Caller ID for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone.
4. The customer must subscribe to the Call Forwarding Don't Answer feature to forward a waiting call to another location.
5. All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections. Such features must be ordered separate from Call Waiting ID.
6. The service charge for establishment of Call Waiting ID on a customer's line will be waived for the first sixty (60) days of availability in each area.

L. Three-Way Calling with Transfer

This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.

M. Star 98 Access

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

Page 6.3 is hereby deleted in its entirety and removed from this Guidebook.

Material previously appearing on this page now appears on page(s) 6.1 of this section.

M1 Material appearing on this page previously appeared on page(s) 6.3 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.3 Rates

A. Residence

1. Individual features¹

| | Monthly Rate | USOC |
|---|-------------------------|--------------|
| (a) Call Waiting | \$10.99 | ESX |
| (b) Call Forwarding Variable | 9.00 | ESM |
| (c) Three-way Calling | 9.00 | ESC |
| (d) Speed Calling (8-code) | 9.00 | ESL |
| (e) Speed Calling (30-code) | 9.00 | ESF |
| (f) Call Forwarding Busy Line | 2.00 | GCE |
| (g) Call Forwarding Don't Answer | 2.00 | GCJ |
| (h) Call Forwarding Don't Answer with Ring Control | 2.00 | GCJRC |
| (i) Customer Control Call Forwarding Busy Line | 3.50 | GJP |
| (j) Customer Control Call Forwarding Don't Answer | 4.00 | GJC |
| (k) Remote Access Call Forwarding Variable | 7.00 | GCZ |
| (l) Call Waiting ID for Call Forwarding Don't Answer ^{2,3} | 10.99 | ESXD9 |
| (m) Call Waiting ID for Conferencing ³ | 10.99 | ESXDC |
| (n) Three-Way Calling with Transfer ⁴ | 9.00 | ESCWT |
| (o) Star 98 Access ¹ | 1.00 | S98AF |

Note 1: Monthly rate per central office line equipped.

Note 2: Call Forwarding Don't Answer (CFDA) must be ordered separate from this offering. Rates, *terms and conditions* for CFDA apply as specified herein. (T)

Note 3: Caller ID must be ordered separate from this offering to have the calling identification data with this service. Rates, *terms and conditions* for Caller ID apply as specified in A13.19. (T)

Note 4: Appropriate local or toll usage charges apply for calls originated by the subscriber, including connections which continue after the subscriber exits the call.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.4 Per Use Three-Way Calling Service

A. General

1. Per Use Three-Way Calling is available to all individual line residence and business customers where facilities permit. This service permits use of the three-way calling feature on an as-needed basis, with the subscriber paying the rate shown in A13.9.4.B for each occasion it is successfully used. Three-way calling permits the subscriber activating the feature to hold an in-progress call and originate a second call while maintaining privacy from the first call, or to add another party for a three-way conference arrangement.
2. Switch-specific technology determines how a subscriber "activates" the feature. In certain switch technology, the feature is activated by "flashing" the serving switch from the subscriber's terminating equipment. ("Flashing" is accomplished via a receiver button, switchhook, hook flash key, flash key, etc.) . This technology provides the subscriber with spontaneous control of the feature. Other switch technology requires that the feature be dial-activated by the subscriber prior to establishing the first leg of a three-way call, using a Company-provided code.
3. The per use charge is applied only when a second call is completed and bridged to the first call.. Completed calls include, but are not limited to, those calls terminated to telephones, voice messaging systems, answering machines, facsimile machines, modems, etc.
4. The per use charge is in addition to any switched network usage charge appropriate for the line with which the Per Use Three-Way Calling feature is associated. Such usage may include, but is not limited to, toll charges, local measured service charges, exception calling plan rates, etc. Terms and conditions of these charges are as covered in *guidebook* sections specific to that particular call type, and are not impacted by the application of the per use charge. (T)
5. Access to the per use capability can be restricted at the customer's request at no charge.

B. Rates

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.10 Reserved For Future Use

(M)

Page 9.1 and 9.2 are hereby deleted in their entirety and removed from this Guidebook.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.11 Remote Call Forwarding

A13.11.1 General

- A. Remote Call Forwarding is an exchange service that utilizes a telephone number and ESS central office facility in the RCF local calling area to forward automatically all incoming calls dialed to the RCF telephone number to another telephone number.
- B. RCF can be offered as an individual service or as an additional feature with Company Foreign Exchange Service. In the latter offering, RCF is used as an overflow when the Company Foreign Exchange line is busy.
- C. This service is only available where the terminating station line has incoming-call dial capability.
- D. Remote Call Forwarding (RCF) Service is offered subject to availability of suitable facilities.
- E. RCF Service is not offered where the terminating number is a coin telephone.
- F. The Company does not guarantee identification of the originating telephone number to the RCF customer.
- G. Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service "tandems" two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. Nonetheless, the resulting transmission performance will generally meet the RCF customer's voice-grade needs.

Service arrangements which tandem more than two calls into one are more likely to result in unacceptable transmission quality; therefore, the Company will not knowingly forward calls via RCF to another telecommunications service arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered, and applies only in the forwarding direction. The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company's jurisdiction. Further, such services can be changed subsequent to the provision of an RCF service. Consequently, it is impractical to assure that such increased tandem forwarding never occurs. Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded-to number or termination of the RCF service. The RCF customer will be responsible for normal *guidebook* charges for such changes.

- H. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.
- I. (DELETED)
- J. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station line are needed, the customer will, where appropriate, be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF Service shall be subject to termination.
- K. Where a business directory listing is provided for the RCF number, calls will not be forwarded to a Company-provided telephone service for which residential rates apply.
- L. Where calls are to be forwarded to telephone service other than that of the RCF subscriber, it shall be the responsibility of the RCF subscriber to obtain permission for such forwarding from the subscriber to the other service and to determine a mutually acceptable number of access paths. Where the other subscriber contests such forwarding or the number of access paths, the Company reserves the right to modify the RCF service to the extent necessary to eliminate the other subscriber's complaint. The RCF subscriber shall be responsible for the *guidebook* charges for any resulting rearrangement of the RCF service.

A13.11.2 Reserved For Future Use

A13.11.3 Reserved For Future Use

A13.11.4 Minimum Contract Period

The Minimum Contract Period for this service is one month.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.12.2 Rates And Charges

A. The following rates and charges will apply in addition to a Service Ordering Charge.

| | | | |
|----|---|-------------------------|-------------|
| 1. | MultiServ service and PBX Trunk | Monthly Rate | USOC |
| | (a) Per central office line equipped for screening including MultiServ service main station lines | \$ 1.58 | SRG |
| | (b) (Obsoleted, See Section A113.) | - | NA |
| | (c) Per PBX trunk equipped for screening | 8.52 | SRG |
| 2. | ESSX service, Digital ESSX service, MultiServ PLUS service and BellSouth Centrex service | | |
| | (a) Per NAR equipped for screening | 8.52 | SRGBB |
| | (b) Per main station line equipped for screening | - | SRGPL |

A13.13 Reserved For Future Use

A13.14 Toll Trunks (Toll Terminals)

A13.14.1 General

A. A toll trunk is a special access trunk extending from a customer's premises to a premises of the Company for the purpose of completing toll calls originated at the customer's location. These facilities may be arranged to:

1. Route all long distance calls to a Company operator for completion.
2. Route all Dial Station-to-Station calls directly to the long distance network and route all other long distance calls to a Company operator for completion.

A13.14.2 Terms and Conditions

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.18 (DELETED)

Page 15.1 is hereby deleted in its entirety and removed from this Guidebook.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.18 (DELETED) (Cont'd)

Page 17.1 is hereby deleted in its entirety and removed from this Guidebook.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

(T)

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

M. Enhanced Caller ID (Busy Line and Idle Line Name and Number Delivery) (Cont'd)

Enhanced Caller ID also includes Anonymous Call Rejection (ACR) where facilities are available. This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. For Enhanced Caller ID subscribers, ACR can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes. When ACR is activated and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by ACR regardless of the current state of the called party's line (e.g., off hook or idle).

N. Enhanced Caller ID (With Call Management)

This feature is only available to business customers where facilities permit. This feature allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Enhanced Caller ID with Call Management includes the functionality of the Call Waiting feature and the Caller ID feature and provides several additional call disposition options.

The customer must subscribe to the Call Forwarding Don't Answer feature in order to forward a waiting call to another location. All terms and conditions, including rates, for this feature are as described in A13.9. This feature must be ordered separate from Enhanced Caller ID with Call Management.

(T)

Call disposition options provided with Enhanced Caller ID with Call Management include:

- Answer the waiting call, placing the first party on hold
- Answer the waiting call, dropping the first party
- Direct the waiting caller to hold via a recording
- Forward the waiting call to another location (e.g., a voice mailbox or Telephone Answering Service)
- Conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.

Utilization of the full capabilities of Enhanced Caller ID with Call Management requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein.

O. BusyConnect

BusyConnect is an optional network feature which will be available in central offices where facilities permit on a usage basis. Presubscription will not be required and billing will be incurred on a per use basis.

BusyConnect enables callers to retry a busy line on demand. When a caller receives a busy condition, the service will automatically play an announcement offering the caller the option of having the service complete the call when the called line becomes available. If the caller activates BusyConnect service, the status of the called party's line will be monitored for thirty minutes and the call completed when the line is available.

BusyConnect service is available, facilities permitting, to residence and business customers on a per activation/occasion basis. The service may be utilized on a non-subscription basis with a per occasion charge for each activation, whether the call is completed or not. Access to the usage option can be restricted at the customer's request at no charge. (USOC BRD in A13.19.4)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.3 Terms, Conditions And Limitations Of Service

(T)

A. The Following Limitations Apply:

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.4 Rates (Cont'd)

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

1. Business (Cont'd)

| | Nonrecurring Charge | Monthly Rate | USOC |
|---|------------------------|-----------------|-------|
| (f) Call Tracing (per line) | - | \$6.50 | NST |
| (g) Call Tracing (per successful trace) (non-subscription) | \$4.50 | - | NA |
| (h) Call Tracing (denial of per activation) ¹ | - | - | HBG |
| (i) Caller ID - Basic (per line) | - | 11.00 | NSD |
| (j) Caller ID - Deluxe (with ACR) (per line) | - | 14.50 | NXMCR |
| (k) Caller ID - Deluxe (without ACR) (per line for Multi-Line Hunt Group arrangements) | - | 14.50 | NXMMN |
| (l) Enhanced Caller ID (with ACR) (per line) | - | 17.00 | NXECR |
| (m) Enhanced Caller ID with Call Management (with ACR and Call Forwarding Don't Answer) (per line) ² | - | 17.00 | NCACR |
| (n) Enhanced Caller ID with Call Management (with ACR) (per line) | - | 17.00 | NIACR |
| (o) Calling Number Delivery Blocking – Permanent (per line) ³ | - | - | NOB |
| (p) Calling Number Delivery Blocking - Per Call (per activation) | - | - | NA |
| (q) BusyConnect (per use) ⁴ | 2.00 | - | NA |

C. Additional Service Features

1. Business

| | | | |
|--|---|------|-----|
| (a) Call Return (per line) | - | 8.00 | NX8 |
| (b) Repeat Dialing (per line) | - | 6.40 | NX9 |
| (c) Call Selector (per line) | - | 5.40 | NX2 |
| (d) Preferred Call Forwarding (per line) | - | 6.00 | NX6 |
| (e) Call Block (per line) | - | 7.00 | NX5 |
| (f) Call Tracing (per line) | - | 6.50 | NST |

Note 1: Denial of per activation Call Tracing should not be considered in the determination of applicable rates when ordered in combination with other TouchStar service features.

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

Note 3: This feature is only offered to certain customers as per A13.19.3.A.13 preceding.

Note 4: Denial of per use BusyConnect can be obtained using the Repeat Dialing Denial of Per Use USOC BRD.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.4 Rates (Cont'd)

C. Additional Service Features (Cont'd)

1. Business (Cont'd)

| | Monthly Rate | USOC |
|---|-------------------------|--------------|
| (g) Caller ID - Basic (per line) | \$9.00 | NSD |
| (h) Caller ID - Deluxe (with ACR) (per line) | 14.50 | NXMCR |
| (i) Caller ID - Deluxe (without ACR) (per line for Multi-Line Hunt Group arrangements) | 14.50 | NXMMN |
| (j) Enhanced Caller ID (with ACR) (per line) | 15.95 | NXECR |
| (k) Enhanced Caller ID with Call Management (with ACR and Call Forwarding Don't Answer) (per line) ¹ | 16.95 | NCACR |
| (l) Enhanced Caller ID with Call Management (with ACR) (per line) | 16.95 | N1ACR |

Note 1: Call Forwarding Don't Answer (CFDA) must be ordered separate from this offering. Rates, *terms and conditions* for CFDA are in A13.9. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.4 Rates¹ (Cont'd)

D. Per Subscription (Cont'd)

1. Business PBX or MLHG (Cont'd)

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

(1) Per Line/Trunk Arrangement²

| | Nonrecurring Charge | Monthly Rate | USOC |
|---|--------------------------------|---------------------|-------------|
| (a) Per DID arrangement | \$500.00 | - | NXB |
| (b) Per Non-DID arrangement | 500.00 | - | NXK |
| (2) Per Calling Number Delivered Usage Charge | | | |
| Quantity of Calls | | | |
| (a) First 50,000 | - | \$.03 | NA |
| (b) 50,001 - 400,000 | - | .02 | NA |
| (c) Over 400,000 | - | .01 | NA |

E. (Obsoleted, See Section A113.)

Note 1: Refer to A13.19.A.7. for conditions of special promotion.

Note 2: The rate includes a data set located in the central office. A Type 2463 four-wire local channel is required and should be ordered from the Private Line *Guidebook*, Section B3. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.20.1 General Terms and Conditions

- A. Customized Code Restriction is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. It is offered with options containing various sets of codes to be restricted, and is available to basic exchange customers with individual line residence or business service or PBX trunks in either flat, message or measured rate service environments. (T)
- B. Customers may subscribe to whichever option meets their needs, but only one option may be provided on a line/trunk or group of lines/trunks. Also, options of this service may not be combined with Selective Class of Call Screening in A13.12 or Toll Trunks specified in A13.14. These *terms and conditions* do not apply to Option #5 which may be provided with other CCR Options. (T)
- C. CCR is furnished only from central offices equipped to provide this service and where facilities permit.
- D. When CCR is provided from central offices other than the customer's normal serving central office, Foreign Central Office or Foreign Exchange charges as specified in Section A9., whichever is appropriate, will apply to all lines/trunks equipped with this service. (T)
- E. CCR does not provide restriction of non-chargeable calls to Company numbers, such as repair service, public emergency service numbers (911), or 1+800 calling.
- F. Subscribing to CCR does not relieve customers of responsibility for calls charged to their numbers.
- G. Customers who subscribe to CCR options which restrict operator access are required to place Company provided stickers on each restricted telephone indicating the operator cannot be reached. In addition, it is the responsibility of the customer to notify all users of their service that an operator cannot be reached.
- H. The Company shall not be liable to any person for damages of any nature or kind arising out of, or resulting from, or in connection with the provision of this service, including without limitation, the inability of station users to access the operator for any purpose, or any other restricted codes.
- I. Customized Code Restrictions can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
- J. Customized Code Restriction will be established and provided at no charge for customers receiving Lifeline service from A3.31.

A13.20.2 Customized Code Restriction Options

- A. The codes shown for CCR options are not to be considered all inclusive. Codes may be changed and new or different codes may be added as deemed appropriate by the Company.
 1. Option #1 Restricted Codes
Vacant Code Recording 1+, 0-, 0+, 00-, (1+/0+) 411, NPA 900, IDDD 01+, IDDD 011+, 101XXXX, LD 555-1212
 2. Option #2 Restricted Codes
Vacant Code Recording 0-, 0+, 00-, IDDD 01+
 3. Option #3 Restricted Codes
Vacant Code Recording 1+, 0-, 0+, 00-, IDDD 01+, IDDD 011+, NPA 900, 101XXXX, LD 555-1212
 4. Option #4 Restricted Codes
Vacant Code Recording NPA 900
 5. Option #5 Restricted Codes for business customers only
Vacant Code Recording 101XXXX
 6. Option #7 Restricted Codes¹
Operator 0+ & 0-, DDD 1+InterLATA, 1+900, 1+555-1212 and 1+NPA 555-1212, 411, IDDD01, IDDD011+, 101XXXX, LD 555-1212

Note 1: Option #7 is restricted to subscribers of any Area Plus service.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.22 Reserved For Future Use

A13.23 Reserved For Future Use

A13.24 Extension Service

A13.24.1 General

- A. Extension station lines must be located on the same premises of the subscriber on which the main station line is terminated and is restricted to the use of the subscriber, his representatives and associates or to members of the subscriber's immediate family or domestic establishment. Extension station lines may be located on other premises under the following conditions, provided facilities are available and technical equipment limitations in each specific case permit.
 - 1. Where two or more "premises" of the same subscriber are used in conduct of one establishment or business.
 - 2. Where additional station sets are located on other than the subscriber's premises for the purpose of answering calls at such time as the subscriber is not available at the first premises, provided that separate exchange service is also provided on these other premises.
 - 3. Where extension station lines are located on the premises of a Joint User.
- B. The provision of extension station lines are subject to additional *terms, conditions* and charges shown in A13.25. following. (T)
- C. Calls placed to 911 Emergency Reporting Service from an extension station line located on a different premises from the main station line will send the Automatic Location Identification (ALI) information of the main station line to the public Safety Answering Point (PSAP). The extension line subscriber agrees to indemnify and hold harmless the Company, its employees, directors, officers, agents, and subcontractors from and against any and all claims or suits, whether suffered, made, instituted or asserted by the subscriber or by any other party or person, for any personal injury to or death of any person or persons or for any loss, damage or destruction of any property, whether owned by the subscriber or others, which arise out of or result from the provision of ALI information associated with the main station line to the PSAP when the off-premises extension line is used to call 911.

A13.24.2 Reserved For Future Use

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels

A13.25.1 General

- A. Extension stations are stations which are located within the same building as the main station. Where Extension Service is provided at other locations extension line channel charges are applicable as set forth following.
- B. Extension Line Channel Services is classified as series 2100. These channels may also be furnished on a link (partial channel) basis when connected to CNM - FlexServ service, LightGate service, and/or MegaLink Channel Service.
- C. The Company has overall responsibility for the service (up to the demarcation point on the customer premises at which the interface appears) including the selection of all local channels.
- D. For additional *terms and conditions* applicable to channels for extension lines associated with Centrex, ESSX service, Digital ESSX service or ESSX-1 service Stations see Sections A110, A111. or A112. (T)
- E. Dedicated circuits between the customer's interLATA Digital Electronic Tandem Switching (DETS) and Tandem Switching Features (TSF) functions and the customer's other location(s) within the same LATA will be provided from the intrastate private line *guidebook*. Where this service is provided by the Company as a feature of Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service, the transport of traffic between the DETS or TSF functions and the basic Digital ESSX service, MultiServ service, MultiServ PLUS service or BellSouth Centrex service functions may be performed by the Company's network switching facilities. (T)
- F. Obsolete - See Section A113

Page 24.1 is hereby deleted in its entirety and removed from this Guidebook.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.2 Methods Of Applying Rates

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

A local channel charge applies for the initial termination, per service on a customer premises in a wire center serving area. (M)
 - b. (DELETED)¹ (M)
 2. Interoffice Channel (T)

When extension stations are located in a wire center serving area different from the main station, interoffice mileage charges as contained in Section A9. apply. Charges are based on the airline distance between the serving central offices.
 3. Non-Wire Center Connected Channels

When channels are provided between different buildings on different premises by means of a direct cable, charges for non-wire center connected channels will be based on cost.
 4. Nonrecurring Charge

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

Note 1: Zone Mileage Charges deleted July 1, 2000 retroactive to January 1, 2000. (M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.3 Description Of Service

- A. Basic Parameters and Specifications for Extension Service used with terminal equipment are described for the end-to-end operation as follows:
 - 1. Specification or Limit
 - a. Basic Parameters
 - (1) Net Loss

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

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

| | |
|---------------|---------------|
| 300 - 3000 Hz | -3dB to +12dB |
| 500 - 5000 Hz | -2dB to + 8dB |
- B. Local Channels for Tie Line use between Centrex or ESSX-1 Systems are now located in Section B3. of the Private Line *Guidebook*. (T)
- C. Local Channels for use as non-PBX off Premises Stations are described as follows. Channels which provide Tie Line Service and PBX Off Premises Station Service are now located in Section B3. of the Private Line *Guidebook*. (T)

Type 2157 - A two wire interface with effective two wire facilities engineered for a 1000Hz net loss of 0dB to 5.5dB. Suitable for off-premises stations (non-PBX) and bridged in the wire center - Loop signaling is provided. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.4 Rates And Charges

- A. For use with ESSX-1 and Centrex
Channels which provide this service are now located in Section B3. of the Private Line *Guidebook*. (T)
- B. For use with terminal equipment
 - 1. Local channels, each

| | Installation Charge | Monthly Rate | USOC 1SESX |
|---------------|--------------------------------|-------------------------|-----------------------|
| (a) Type 2157 | \$20.50 | \$14.40 | |
- C. For use with Company Provided ESSX-1 and/or Centrex and customer-provided station equipment
Channels which provide this service are now located in Section B3. of the Private Line *Guidebook*. (T)
- D. Interoffice channel including channel terminals for use with local channels. For rates and charges see Section A9.
- E. Signaling Arrangements - Off-Premises Services
Signaling arrangements are now located in Section B3. of the Private Line *Guidebook*. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.4 Rates And Charges (Cont'd)

F. Signaling Arrangement - Tie Lines

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

(T)

1. (DELETED)

2. (DELETED)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.25 Extension Line Channels (Cont'd)

A13.25.4 Rates And Charges (Cont'd)

G. Signaling Arrangements - Rates

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

(T)

H. Obsoleted - See Section A113

A13.25.5 Nonrecurring Charges

A. (DELETED)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.26 Tie Line Service

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

(T)

A13.26.1 (DELETED)

A13.26.2 (DELETED)

A13.26.3 Reserved For Future Use

A13.26.4 Company Centrex CO Tie Line Terminations (Obsoleted - See Section A113)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services

A13.27.1 Universal Emergency Number Service - 911

A. General

1. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number "911" for use of Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller telephone access to a local PSAP.
2. No charge applies to the calling party for calls placed to the 911 emergency number.

B. Terms and Conditions

1. 911 Service is provided by the Company where facility and operating conditions permit. (T)
2. This offering is limited to the use of central office number "911" as the universal emergency number and only one "911" Service will be provided within any government agency's locality.
3. The 911 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number.
4. The service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting emergencies by the public.
5. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 911 Service. In the event of any interruption of the service, the Company shall not be liable for any loss or damage other than a pro rata allowance to the customer at the *guidebook* rate for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service. (T)
6. In the white pages of the directory, a seven digit non-emergency number must be listed along with the 911 number for participating public agencies.
7. Application for 911 Service must be executed in writing by the customer (a municipality, a local government authority or their duly appointed agent). If execution is by an agent, satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
8. The customer must furnish the Company, in writing, with its agreement to the following terms and conditions: (M)
 - a. That at least one PSAP will be provided and staffed on a 24-hour coverage basis. (M)
 - b. That the customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available. (M)
 - c. That the customer will subscribe to a sufficient number of interoffice and 911 exchange lines to adequately handle incoming calls as determined by the Company but in all cases subject to a minimum of two lines required at any point in the 911 network including the 911 exchange lines terminated at the PSAP. (M)
 - d. That the customer will subscribe for additional local exchange service at the PSAP location for administration purposes, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by Company operators. (M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.1 Universal Emergency Number Service - 911 (Cont'd)

C. Basic 911 (M)

1. Definition of Service

A Basic 911 (B911) system includes the Company provision of the 911 code or the opening of this code to the exchange network, except as provided in A13.27.1.C.1.a., in those central offices that fall within the boundaries of the municipalities or other governmental bodies (township, county, etc.) that subscribe for B911 Service. The other components of a B911 system include the customer provided station equipment at the PSAP and the one-way incoming 911 exchange lines which are provided at the rates and charges specified in this and other Company *Guidebooks*. Basic 911 cannot be provisioned with any Caller ID service arrangements. (T)

2. (DELETED)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.1 Universal Emergency Number Service - 911 (Cont'd)

C. Basic 911 (Cont'd)

3. Rates And Charges

a. Messages

No charge applies to the calling party for calls placed to the 911 emergency number.

b. 911 Exchange Lines

Filed rates for Company facilities as found elsewhere in this *Guidebook* will apply for 911 exchange lines (answering) that terminate at PSAPs. The monthly rate for the exchange line is the rate applicable for the exchange in which the Central Office originating the 911 exchange line is located. (T)

c. Dedicated Facilities

When dedicated direct arrangements are provided from exchanges other than that in which the PSAP is located due to the customer's request or when dedicated-direct arrangements are provided from exchanges that do not have local calling to the exchange in which the PSAP is located, charges for access to Interexchange Carrier or for Company Foreign Exchange or Foreign Central Office Service will apply as specified in Section A9. (T)

d. Inter-Office Lines

Non-dedicated lines required between central offices are provided at no charge when the central offices involved are located in exchanges which have local calling to the exchange in which the PSAP is located.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.1 Universal Emergency Number Service - 911 (Cont'd)

C. Basic 911 (Cont'd)

3. Rates And Charges (Cont'd)

e. PSAP Terminal Equipment

Customer-provided equipment furnished to terminate 911 exchange lines at any PSAP will be required to conform to the general provisions set forth in Section A15. (T)

- f. Access to Interexchange Carriers and Company tie lines, private lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at *published* rates for such channels and facilities as specified in this and other appropriate *Guidebooks*. (T)

A13.27.2 Municipal Emergency Reporting Service (Obsoleted, See Section A113.)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.5 Enhanced Universal Emergency Number Service (E911)

A. General

1. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911.

E911 Service requires the interaction of two distinct services: the functions provided via network-related "Service Features", and those associated with customer premises terminal equipment (PSAP equipment). (T)

2. Enhanced 911 Service is offered subject to availability of facilities.
3. The E911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling.

B. Definition Of Terms

ADDITIONAL E911 EXCHANGE LINE

Additional terminating line at a PSAP (over and above those engineered) that may be ordered by the customer as an optional feature.

ALTERNATE ROUTING (AR)

A feature provided to allow E911 calls to be routed to a designated alternate location if

1. all E911 exchange lines to the primary PSAP are busy, or
2. the primary PSAP closes down for a period.

This is a standard feature of E911 Service.

AUTOMATIC LOCATION IDENTIFICATION (ALI)

A feature by which the name and the address associated with the calling party's telephone number (identified by ANI as defined following) is forwarded to the PSAP for display. Multiple access lines with the same ANI will be identified with the address associated with that ANI. No ALI data is provided when a call is sent to Default Routing (DR). In the case of 911 calls from subscribers of wireless carriers that are interconnected to *the Company's* 911 Control Office and primary and/or secondary PSAPs equipped with data communications links to *the Company's* ALI database, these Wireless 911 calls will be delivered with a version of the ALI feature that includes certain carrier identification, cell tower or antenna array descriptive data as agreed to by the customer and the wireless carrier, and the wireless subscriber's call-back number. This information is consistent with the requirements of FCC Order 94-102 for Phase I Wireless 911 interconnection. The customer is required to make any changes in the MSAG needed to accommodate the wireless carriers' loading of their respective Pseudo-ANI (P-ANI) records into *the Company's* 911 database management system when P-ANI records are associated with towers and/or antennas located in the customer's jurisdiction. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

B. Definition Of Terms (Cont'd)

SERVING CENTRAL OFFICE

The Central Office from which a PSAP, either primary or secondary, is served.

UNIVERSAL EMERGENCY NUMBER SERVICE

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAP's established and operated by the customer. The lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls are included.

WIRELESS CARRIER

A person or entity who provides Commercial Mobile Radio Service (CMRS). The term wireless carrier includes service provided by any wireless, real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service (PCS), or the functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or a 911-like service.

C. *Terms and Conditions*

1. This service is limited to the use of Central Office telephone number 911 as the universal emergency telephone number. Only one E911 Service will be provided within any government agency's locality. (T)
2. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in other sections of this *Guidebook*. (T)
3. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
4. E911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.
5. E911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of E911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
6. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
7. Temporary suspension of service is not provided for any part of the E911 Service.
8. (DELETED)
9. (DELETED)
10. In addition to the limitations of liability set forth elsewhere in this *Guidebook*, the Company's entire liability in connection with the provision, interruption or failure of E911 Service shall be limited to the terms set forth as follows. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

C. *Terms and Conditions* (Cont'd)

(T)

10. (Cont'd)

The Company's liability for any loss or damage, including personal injury or death, arising from errors, omissions, interruptions, delays, defects, failures, or malfunctions of this service or occurring in the course of or as a result of the provision of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed the greater of \$50.00 or an amount equivalent to the proportionate charge for the period of service during which such error, omission, interruption, delay, defect, failure or malfunction occurs. No allowance will be made if the interruption is due to the negligence or willful act of the customer of the service.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

C. *Terms and Conditions* (Cont'd)

11. The rates charged for E911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly. (T)
12. Each customer agrees to release, defend, indemnify and hold harmless the Company from any and all losses, claims, demands, suits, and other actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person: (1) for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others, and which arises out of the negligence or other wrongful act of the Company, the customer, its user agencies or municipalities or employees or agents of any one of them, or (2) for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of E911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone number used by the party or parties accessing E911 service hereunder, or (3) arising out of any act or omission of the customer, in the course of using services provided pursuant to this *Guidebook*. (T)
13. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours of E911 Service.
14. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all E911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
15. Application for E911 service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. A negotiated date will be agreed upon with the customer. Should the customer choose to delay the original cut date by more than three months and the system is available for cut, installation charges may be charged effective with the originally scheduled date. Further, the cut date will be renegotiated so as not to interrupt other scheduled cutovers. When an order for E911 Service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are cancelled in whole or in part, the customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed. At least one local law enforcement agency must be included among the participating agencies in any E911 offering.
16. Any terminal equipment used in connection with E911 service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the ANI feature as the source of an in-progress 9-1-1 call. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

C. *Terms and Conditions* (Cont'd)

(T)

17. The customer must furnish the Company its agreement to the following terms and conditions.
 - a. That all E911 calls will be answered on a 24-hour day, seven-day week basis.
 - b. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the E911 Service area, or will undertake to transfer all E911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
 - c. That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the E911 PSAP by calling parties.
 - d. That the customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
 - e. That the customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming E911 lines recommended by the Company to be installed.
18. When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and emergency medical agencies or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESNs will be carried in the Data Management System (DMS) to permit routing of E911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 serving area. The Company may assist the customer through the provision of information from its records concerning the names, telephone numbers and service addresses of subscribers within the customer's E911 serving area. The following terms define the customer's responsibility in providing information to the Company.
 - a. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company prior to the effective date of service.
 - b. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Company of any changes in street names, establishment of new streets, closing and abandonment of streets, changes in police, fire, emergency medical or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP.
 - c. The Company will provide to the customer on request a complete written copy of the master address file to permit the customer to verify the accuracy of the police, fire, and emergency medical PSAP routing designations.
 - d. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.
 - e. The Company will furnish a written copy of the transaction to the customer for verification showing each change, deletion and addition to the master address file.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

C. Terms and Conditions (Cont'd)

19. Emergency Service Numbers (ESNs) are only available as part of the Selective Routing feature. Single and Multi-PSAP customers who desire to use ESNs for administrative purposes may do so as long as they subscribe to Selective Routing. Administrative ESNs can only be used to identify a unique set of responding agencies. For the purposes of this *Guidebook*, a responding agency is defined as a municipality's police, fire, emergency medical service or other appropriate agency. ESNs will not be assigned to specific police precincts, fire stations, emergency medical zones, etc. (T)
20. The customer is responsible for preparing a map with a complete list of road names and another map that identifies jurisdictional boundaries. This includes the naming and/or renumbering of streets and the assignment of numbers for previously unnumbered property. This information is then merged with Company records to form the initial Master Street Address Guide (MSAG). The customer is provided prints of the MSAG for verification and correction purposes at various intervals in the creation process. The Company may assist the customer through the provision of information from its records concerning the names, telephone numbers and service addresses of subscribers within the customer's serving area. (T)
21. The following terms define the customer's responsibilities with respect to any information provided by the Company to the customer concerning the Company's subscribers and/or with respect to geographical information or maps:
 - a. Such information shall be used by the customer solely for the purpose of aiding the customer in more accurately identifying, updating and/or verifying the addresses of subscribers within the customer's E911 serving areas in connection with the customer's provision of E911 services.
 - b. Customer shall strictly limit access to the information to those authorized employees of the customer with a need to know and those employees actually engaged in the provision of emergency assistance services.
 - c. Customer shall use due care in providing for the security and confidentiality of the information.
 - d. Customer shall make no copies of the information except as may be essential for the verification of emergency assistance services.
 - e. As soon as customer has completed using the information for the purposes authorized in the *Guidebook* or upon the request of the Company, customer shall return all information and all copies of information to the Company or certify that the information has been destroyed. (T)
22. E911 Service is not eligible for concession service as specified in Section A2. (T)

D. Service Features

1. E911 Service is available in four service feature offerings.
 - a. Automatic Number Identification (ANI)
Charges are based on the total number of access lines served by the local switching offices equipped for ANI only.
 - b. Automatic Number Identification and Selective Routing (ANI/SR)
Charges are based on the total number of access lines to which both ANI and SR applies.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

D. Service Features (Cont'd)

1. E911 Service is available in four service feature offerings. (Cont'd)

c. Automatic Number Identification and Automatic Location Identification (ANI/ALI)

Charges are based on the total number of access lines served by the local switching office equipped for ANI and ALI but not SR.

d. Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR)

Charges are based upon the total number of access lines to which ANI, ALI, and SR apply.

When SR is introduced, different features may be applied to the SR subsets without being applied to the total access lines served by the local switching office. Thus, where two jurisdictions are served by a local switching office each jurisdiction may select a different feature combination as long as SR is one of the features.

2. The service feature offerings include provision of E911 Exchange Lines to all primary PSAPs and to secondary PSAPs that are equipped to display ANI information. The number of lines to a PSAP will be determined by the Company based upon anticipated call volumes. Secondary PSAPs that do not meet these specifications will receive calls on a transfer basis over the exchange network or the customer may subscribe to additional E911 Exchange Lines.

3. The following standard features are included with each of the service offerings:

- Forced Disconnect
- Alternate Routing (Night Service)¹
- Speed Calling
- Central Office Transfer Arrangements
- Default Routing

Note 1: Night service is implemented by employing a private line circuit between the E911 control office and the PSAP. This circuit will be billed at rates specified in the Private Line *Guidebook*. Night service is only available where facilities exist.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.5 Enhanced Universal Emergency Number Service (E911) (Cont'd)

E. Rates And Charges

1. A Service Ordering Charge-premises visit not required will be applied on a per service order basis as covered in Section A4. (T)
2. Messages
 - a. The calling party is not charged for calls placed to the 911 number.
 - b. Charges for Toll messages transferred over exchange facilities from a PSAP are billed according to rates applicable from the central office serving the PSAP initiating the transfer to the point of termination of the transfer.
3. Service Features
 - a. Rounded to nearest 1000 access lines per service feature per Company, other Local Exchange Company, or Wireless Carrier (excluding all types of WATS terminations). This count is based upon the number of access lines in service at the time service is established. In instances where an exchange in an E911 system overlaps into an adjacent county or municipality without E911 service, charges for total exchange access lines will apply. When the adjacent county or municipality implements E911 service, charges for only access lines located in their respective E911 serving areas will apply. This count will be adjusted annually to update customer billing.¹

(1) Per 1000 Access Lines Served

| | Nonrecurring Charge | Monthly Rate | USOC |
|---|------------------------|-----------------|------------|
| (a) Automatic Number Identification, | \$580.00 | \$62.00 | E84 |
| (b) Combined Automatic Number Identification and Selective Routing | 2,990.00 | 150.00 | E8T |
| (c) Combined Automatic Number and Location Identification, | 3,205.00 | 205.00 | E85 |
| (d) Combined Automatic Number and Location Identification and Selective Routing | 3,205.00 | 205.00 | E87 |
| b. Optional additional E911 Exchange Line terminating at PSAP | | | |
| (1) The monthly rate for business individual line with grouping is applicable. | | | |
| (a) Each | 85.00 | - | E8K |

Note 1: The annual customer billing update due to access line count adjustment applies only to monthly recurring rates.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.6 Wireless E911 Phase 2

A. Description of Service

Wireless E911 Phase 2 is only available in combination with Enhanced Universal Emergency Number Service – E911 as specified in A13.27.5 and is subject to the *terms and conditions* specified therein. (T)

In accordance with the FCC's Report and Order 94-102, Wireless E911 Phase 2 provides PSAPs with the wireless E911 caller's location and callback number (CBN) information, as specified by the FCC. The FCC has adopted specific handset-based and network-based location accuracy and reliability solutions' standards for the Wireless Service Providers (WSPs).

B. General *Terms and Conditions*

1. The Company is not responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of said technologies. Only the data required and specified by the FCC in its Report and Order 94-102 will be delivered by the Company to the PSAP. This required data includes the cell site or sector location, the callback number, and the longitude/latitude of the caller. Each customer agrees that delivery, or lack of delivery, of additional data elements which may be provided by the WSP will not be the responsibility of the Company and the Company assumes no responsibility or liability for such information.
2. PSAPs must have all required elements of Wireless E911 Phase 1, utilizing p-ANI routing and cell site/sector location based information, in place before implementing Phase 2. In addition, the following requirements must be met prior to Phase 2 implementation:
 - a. PSAPs must order both the *Company's* Extended ALI Display Format and the ALI Database Upgrade for Wireless Phase 2 to accommodate the x/y data provided by Wireless E911 Phase 2 Service. See rates in F. following. (T)
 - b. WSPs must have Position Determining Entity (PDE) and a Mobile Position Center (MPC) in their network.
 - c. WSPs must have obtained an E2 interface to *the Company's* ALI database that complies with the latest issue of BellSouth Technical Reference 73610. This interface will be used by the WSP to provide the Phase 2 data. (T)

C. Definition of Terms

1. **Callback Number (CBN)**
The wireless caller's 10-digit handset telephone number. The CBN is used by the PSAP to reestablish a call in the event the call was prematurely disconnected.
2. **E2 Interface**
A reference point for a data path that exists between an MPC and an ESME (the ALI database). The data that traverses the E2 interface is made up of an Emergency Services Position Request and the response. The E2 interface is not provided by and is not the responsibility of the Company.
3. **Emergency Services Message Entity (ESME)**
An entity in the emergency services network which serves as the point of interface to an MSC for common channel emergency services messaging. ESME is another term for the ALI database.
4. **Enhanced MF Signaling (EMFS)**
A signaling protocol for sending 10 or 20 digits of ANI from the 911 tandem to the PSAP. EMFS is required when an interconnecting wireless service provider selects Phase 2 NCAS mode without WLS911.
5. **Mobile Position Center (MPC)**
The interface between the wireless network and the *Company's* ALI databases. The MPC serves as the wireless network entity which retrieves, forwards, stores, and controls position data within the wireless location network. The MPC is not provided by and is not the responsibility of the Company. Global System for Mobile (GSM) communication Gateway Mobile Location Centers (GMLCs) will be treated as MPCs by the Company. (T)
6. **Mobile Switching Center (MSC)**
The wireless equivalent of a Central Office, which provides switching functions for wireless calls. The MSC is not provided by and is not the responsibility of the Company.
7. **Phase 2 NCAS**
In this mode the p-ANI and the CBN are both sent to the Selective Router. The trunk between the Selective Router and the PSAP must support transport of at least two 10-digit numbers.
8. **Position Determining Entity (PDE)**
The PDE determines the geographic location of a wireless handset when the wireless caller places a 911 call or while the call is in process. The PDE is not provided by and is not the responsibility of the Company.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.6 Wireless E911 Phase 2 (Cont'd)

C. Definition of Terms (Cont'd)

9. Pseudo-ANI (P-ANI)

A pseudo, non-dialable telephone number assigned to a cell site or to a sector of a cell site to provide location identification for wireless E911 calls.

10. WLS911

The *Company's* solution that sends either eight or ten digits of ANI to the PSAP and dynamically updates the static cell site or sector information with the CBN as provided by the WSP. This solution when used in conjunction with a WSP's E2 interface allows WSPs to comply with the FCC's order without requiring PSAPs to upgrade their PSAP equipment to utilize Enhanced MF signaling. (T)

11. Wireless Service Provider (WSP)

A person or entity that provides Commercial Mobile Radio Service (CMRS). The term wireless includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service (PCS), or functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or 911-like services.

12. Wireline Compatibility Mode

Occurs when the WSP sends only p-ANI to the *Company's* E911 tandem and the PSAP receives eight or ten digits of ANI. (T)

13. X,Y Coordinates

The longitude and latitude of the 911 wireless caller's location.

D. Enhanced MF

Enhanced MF (EMF) is a signaling protocol from the 911 Tandem to the PSAP. Enhanced MF accommodates either ten or 20 digits of ANI. Enhanced MF is not a requirement of Wireless Phase 2 implementation but EMF must be used by PSAPs when an interconnecting Wireless Service Provider chooses the Phase 2 NCAS Mode (as defined in J-STD-036 Annex D, Table D.1.2. and/or D.2.), without WLS911. If an interconnecting WSP chooses a Phase 2 NCAS solution without WLS911, the PSAP's equipment must be 20-digit Enhanced MF capable as described in BellSouth's Technical Reference # 73528. The PSAP must request the Company convert them to EMF signaling when preparing to accept Phase 2 calls from a WSP utilizing Phase 2 NCAS without WLS911. Once a PSAP has been converted to 20 digit EMF Signaling the functionality of WLS911 is disabled for all WSPs serving that PSAP.

E. Wireless E911 Phase 2 Service

This service is comprised of two components, Extended ALI Display Format and ALI Database Upgrade for Wireless Phase 2. Both components are required for implementation of this service.

1. Extended ALI Display Format

The PSAP's Automatic Location Identification (ALI) display format must be changed to the *Company's* Extended ALI Display Format to accommodate the longitude and latitude, or x,y coordinates. The provision and delivery of the x,y information to the PSAP requires an E2 interface between the ALI database and the WSP's Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC). The provisioning of the E2 interface is the responsibility of the WSP. (T)

2. ALI Database Upgrade For Wireless Phase 2

The ALI Database Upgrade For Wireless Phase 2 enables the PSAP to query and retrieve wireless caller location information from the Company's Automatic Location Identification (ALI) database. Location information may include cell site sector location, longitude and latitude of the wireless caller's location, and the wireless caller's callback number (CBN). This upgrade will enable the necessary interfaces, software, and databases to permit the wireless caller's location information to be populated in the Company's ALI database and/or retrieved when queried by the customer's PSAP equipment.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.6 Wireless E911 Phase 2 (Cont'd)

F. Rates and Charges

1. Per PSAP

| | Nonrecurring Charge | Monthly Rate | USOC |
|--|--------------------------------|-------------------------|--------------|
| (a) Enhanced MF signaling, per PSAP | \$- | \$- | XTAMF |
| (b) Extended ALI Display Format, per PSAP | 2,200.00 | - | XTAL2 |
| (c) ALI Database Upgrade For Wireless Phase 2, per PSAP | - | 190.00 | XTAP2 |

A13.27.7 (DELETED)

(M)

Page 54.2 is hereby deleted in its entirety and removed from this Guidebook.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.8 BellSouth 9-1-1 PinPoint Service

A. General

1. 9-1-1 PinPoint service allows a Private Branch Exchange (PBX) switch located on a customer's premises to be trunked directly into an E911 tandem office, delivering the telephone number and location of the PBX end user to the appropriate Public Safety Answering Point (PSAP).
2. 9-1-1 PinPoint service is available with the Company's Primary Rate ISDN (PRI) or Pinpoint Local channels. 9-1-1 Pinpoint service Local Channels are not required if using the Company's PRI service.
3. 9-1-1 PinPoint Service is only available in jurisdictions where the Company is the 9-1-1 System Service Provider.

B. *Terms and Conditions*

1. 9-1-1 PinPoint service is furnished subject to the availability of facilities.
2. Automatic Number Identification (ANI) which is passed to the Company's E911 tandem office by the PBX switch is read, processed and utilized in the manner as if it is provided by any other serving end office in the Company's E911 system.
3. The emergency agency serving the area may also be involved to update the Master Street Address Guide (MSAG) and to determine the method in which emergency calls from 9-1-1 PinPoint service locations will be handled.
4. The following specifications must be met when provisioning this service:
 - a. Subscribers to 9-1-1 PinPoint service must meet all Company technical specifications.
 - b. The PBX switch must be able to transmit ANI using multi-frequency signals. This may require the retro-fitting of existing PBX switches with interfaces which will work with the Company's E911 system.
 - c. The PBX switch owner/operator must supply the Company with the initial telephone number-to-address data as well as periodic updates.
 - d. 9-1-1 PinPoint service is configured on a "per account" basis for the Company's Direct Inward Dialing (DID) and grandfathered Primary Rate ISDN (PRI) accounts. All telephone numbers on these accounts must be provisioned with 9-1-1 PinPoint service. The Customer cannot randomly select which telephone numbers on an account will have the service. This *term and condition* is not applicable for PRI subscribers billed for 911 PinPoint service on a per PRI station number (per TN) basis.
 - e. Users of 9-1-1 PinPoint service are prohibited from provisioning PBX station numbers outside the boundary of the E9-1-1 tandem serving the physical address of the main PBX location. 9-1-1 calls from any telephone numbers provisioned outside the boundary of the serving E9-1-1 tandem would be routed to an incorrect PSAP with no location information. An alternative arrangement could involve PRI terminations from multiple central offices to accommodate a wider geographic area. In that configuration, no PBX station numbers can be provisioned at addresses outside the boundary of the tandem serving the PRI host. The subscribing 9-1-1 PinPoint Service customer is responsible for ensuring that 9-1-1 PinPoint Service is provisioned in a compliant configuration that will ensure that 9-1-1 calls are routed correctly with the correct location information.
 - f. 9-1-1 PinPoint Service is only available on local exchange services provided by the Company, specifically the Company's PRI and the Company's DID services. The PBX switch must employ the Company's Direct Inward Dialing (DID) or the Company's PRI station numbers. If the PBX is serving subscribers with multiple NPAs, a unique PBX trunk group will be needed for each NPA (whether it be PinPoint Local Channels or PRI). 9-1-1 PinPoint Service is not available on Centrex or "Centrex-like" station numbers. 9-1-1 PinPoint Service is not available on telephone numbers obtained from CLECs or on any IP-enabled services.
 - g. It will be the responsibility of the vendor or PBX operator to maintain the data pertaining to each extension operating under such system.

(T)

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.8 BellSouth 9-1-1 PinPoint Service (Cont'd)

B. *Terms and Conditions* (Cont'd)

5. The PBX switch owner/operator must install a minimum of two private E911 local channels¹ with the following specifications:
 - a. This voice grade local channel provides for a communications path between the demarcation point at the customer premises and the serving E911 tandem.
 - b. The PBX switch owner/operator is responsible for determining that their terminal equipment is compatible with this local channel.
 - c. Supervision on this 9-1-1 PinPoint Service Local Channel will be loop reverse battery. The battery source is located in the Company's network and will be a nominal -48V (-42.75V to -56.5V dc).
 - d. The PBX will signal an off hook (or seizure) by providing a loop closure across tip and ring with a maximum resistance of 670 ohms. The Company's serving E911 tandem office will instruct the PBX to forward the called digits "911" or "11" with a momentary battery reversal (wink). The E911 tandem will instruct the PBX to send the calling station's number (ANI) information with a battery reversal (off hook).
 - e. Additional *terms and conditions* may be applicable as described in Section B3. (T)
 - f. Required network interfaces are located in Section A14.
6. Service charges as specified in Section A4. are applicable.
7. General *Terms and Conditions* located in Section A2. will also apply to this service offering. (T)

Note 1: 911 PinPoint service Local Channels are not required with *the Company's PRI service*. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.8 BellSouth 9-1-1 PinPoint Service (Cont'd)

B. *Terms and Conditions* (Cont'd)

8. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 9-1-1 PinPoint service. The provision of 9-1-1 PinPoint service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
9. The rates charged for 9-1-1 PinPoint service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the service is functioning properly for its use. The customer shall promptly notify the Company in the event the service is not functioning properly.
10. The Company's entire liability to any person for the interruption or failure of 9-1-1 PinPoint service shall be limited to the terms set forth in this Section and other Sections. The Company shall neither be liable for damages resulting from or in connection with its provision of 9-1-1 PinPoint service to any customer subscribing to 9-1-1 PinPoint service or any person accessing or using 9-1-1 PinPoint service and nor shall the Company be liable for its provision of any telephone number, address, or name to any entity providing 911 service or to a public safety answering point, unless the Company acted with malicious purpose or in the manner exhibiting wanton and willful disregard of safety or property in providing such services.
11. Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, or for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of 9-1-1 PinPoint service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 services using 9-1-1 PinPoint services hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them.
12. Each Customer is responsible for assuring that its authorized users comply with the provisions of these terms and the *guidebooks* and that unauthorized persons do not gain access to or use the Services through user names, passwords, or other identifiers assigned to the Customer pursuant to these terms. Specifically, each Customer must keep user IDs, passwords, and any security token(s) that may be provided secure from use by any unauthorized individual. The Customer shall also not use the Services in any way that would be or would assist any third party to be in violation of any law or these terms. Each Customer shall comply with all applicable laws, *terms and conditions* in connection with the services. Finally, the Customer shall provide such information and assistance as are reasonably requested by *the Company* for purposes of facilitating *the Company's* provision of services to the Customer. (T)
13. When an order for 9-1-1 PinPoint service and facilities or requests for additions, rearrangements, relocations or modifications or service and equipment are canceled in whole or in part, the customer may be required to reimburse the Company for all expenses incurred in handling the requests before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.
14. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Section A2.
15. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the rate for the service or facilities provided to the customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.
16. Other *Terms and Conditions* located in A13.27.5. preceding will also apply to this service offering as appropriate. Cancellation charges will be applied where service is removed prior to the expiration of the 60 month contract period. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.27 Emergency Reporting Services (Cont'd)

A13.27.8 BellSouth 9-1-1 PinPoint Service (Cont'd)

D. Rates and Charges

1. 9-1-1 PinPoint service

a. Installation Charge for *the Company's* Direct Inward Dialing (DID) service¹

(T)

(1) Per Customer

| | Nonrecurring Charge | Monthly Rate | USOC |
|--|------------------------|-----------------|-------|
| (a) Up to 1,000 station records, per customer | \$3,600.00 | - | E8YN1 |
| (b) 1,001 to 4,000 station records, per customer | 4,800.00 | - | E8YN2 |
| (c) 4,001 or more station records, per customer | 5,900.00 | - | E8YN3 |

b. Monthly Charges for *the Company's* Direct Inward Dialing (DID) service^{2,3}

(T)

(1) per 1,000 records

| | | | |
|---|---|----------|-------|
| (a) Up to 1,000 station records, per 1,000 records | - | \$178.00 | E8Y61 |
| (b) 1,001 to 4,000 station records, per 1,000 records | - | 155.00 | E8Y62 |
| (c) 4,001 or more station records, per 1,000 records | - | 130.00 | E8Y63 |

c. For PRI service per 9-1-1 PinPoint service customer

(1) per PRI telephone number equipped (per TN)⁴

| | | | |
|--------------------------------------|----------|-------|-------|
| (a) First telephone number | 3,100.00 | 95.00 | E8YSE |
| (b) Each additional telephone number | - | .05 | E8YTN |

2. 9-1-1 PinPoint service Local Channels, per channel

| | | | |
|-------------------------------|--------|-------|-------|
| (a) First channel, each | 475.00 | - | E8YCT |
| (b) Additional channels, each | 105.00 | - | E8YCU |
| (c) Each channel | - | 55.00 | E8YCV |

3. Cancellation Charges (Early Termination Fees)

The following charge is incurred when a total disconnect of 9-1-1 PinPoint service occurs during the 60 month contract period².

| | | | |
|---------------------------|----------|---|-------|
| (a) Per system disconnect | 2,500.00 | - | E8YDX |
|---------------------------|----------|---|-------|

A13.28 Announcement Facilities (Obsoleted, See Section A113)

Note 1: As of May 15, 2010, the per 1,000 station records pricing structure and associated Installation Charges will only be available for new DID service.

Note 2: As of May 15, 2010, 60 Month Contract Period rates and charges are not applicable for new subscribers and Cancellation Charges (Early Termination Fees) normally applicable for BellSouth 9-1-1 PinPoint Service will not apply for grandfathered PRI subscribers who retain their existing service arrangement and who agree to convert to the new "per TN" PRI pricing structure.

Note 3: As of May 15, 2010, monthly charges based on the per 1,000 station records pricing structure will only be available for DID service. Existing PRI subscribers will be grandfathered as of May 15, 2010 and may retain the 1,000 station records pricing structure as long as they continue the same service at their current location.

Note 4: Nonrecurring charges will not apply for grandfathered PRI subscribers who retain their existing service arrangement and who agree to convert to the new "per TN" PRI pricing structure.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.34 RingMaster Service

A13.34.1 General

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

A13.34.2 Terms and Conditions

- A. This service is available to individual line residence and business customers. (T)
- B. The service is not compatible with PBX trunk service, obsolete Prestige service, Personal Paging service, customer provided public telephone service, lines equipped with multi-line hunting arrangements, foreign exchange service, or with access lines terminating in customer premises switching or key equipment. RingMaster service may not be compatible with all types of customer provided telephone equipment. For BellSouth Centrex RingMaster, see A12.25.12.A.35.
- C. RingMaster service is provided subject to the availability of facilities. Additionally, RingMaster II service may not be available in all central offices equipped to provide RingMaster I service.
- D. RingMaster service subscribers will be entitled to one white page listing with each RingMaster service number. Listings for RingMaster service are subject to *terms and conditions* specified in Section A6. for directory listings. Other listings will also be provided under the terms and conditions described in Section A6. (T)
- E. All telephone numbers associated with a line equipped with RingMaster service must originate from the same central office switching machine.
- F. When establishing RingMaster service, Call Forwarding service subscribers must choose one of the following options. When Call Forwarding service is activated: (M)
 - 1. All numbers associated with one line will be forwarded to a single number when Call Forwarding service is activated. (M)
 - 2. The main number only will be forwarded when Call Forwarding service is activated. The additional RingMaster service numbers will continue to ring and may be answered at the subscriber's premises. (M)
- G. Appropriate nonrecurring charges will apply when changing from one option to the other subsequent to the establishment of RingMaster service. (M)
- H. RingMaster service can be suspended as specified in Section A2.3. During the period of suspension, no recurring charge applies. (M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.34 RingMaster Service (Cont'd)

(M)

A13.34.3 Rates

| | | Monthly Rate | USOC |
|---------------------|--|-------------------------|--------------|
| A. Residence | | | |
| 1. | RingMaster I | | |
| | (a) One additional number with distinctive ringing, per line | \$ 9.00 | DRS |
| 2. | RingMaster II | | |
| | (a) First additional number with distinctive ringing, per line | 9.00 | DRS1X |
| | (b) Second additional number with distinctive ringing, per line ¹ | - | DRS2X |
| B. Business | | | |
| 1. | RingMaster I | | |
| | (a) One additional number with distinctive ringing, per line | 11.00 | DRS |
| 2. | RingMaster II | | |
| | (a) First additional number with distinctive ringing, per line | 12.00 | DRS1X |
| | (b) Second additional number with distinctive ringing, per line ¹ | - | DRS2X |

Note 1: Must be ordered with first additional number.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.43 (DELETED) (Cont'd)

Pages 66.1 and 66.2 are hereby deleted in their entirety and removed from this Guidebook.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.46 Simplified Message Desk Interface (SMDI)

A13.46.1 General

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

A13.46.2 Terms and Conditions

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

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

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

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

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

A13.46.3 Rates and Charges

- A. Applicable service order charges as specified in Section A4. will be incurred in addition to the rates and charges following.
- B. Features
 - 1. Simplified Message Desk Interface (SMDI)

| | Monthly | |
|--|-----------------|--------------|
| | Rate | USOC |
| (a) Per Link - Analog (1200 bps) ¹ | \$150.00 | AVA |
| (b) Per Link - Analog (2400 bps) ^{1,2} | 500.00 | AVCA2 |
| (c) Per Link - Analog (4800 bps) ^{1,2} | 700.00 | AVCA4 |
| (d) Per Link - Analog (9600 bps) ^{1,2} | 1,050.00 | AVCA9 |
| (e) Per Link - Digital (9600 bps) ^{2,3} | 1,050.00 | AVCD9 |

- Note 1:** Rate includes I/O Port, wiring, modem, and Network Interface. Appropriate Private Line charges apply.
- Note 2:** This is not available to subscribers served from a 1AESS switch.
- Note 3:** Rate includes I/O Port, wiring, modem, and Network Interface. Appropriate SynchroNet service charges apply.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.47 Message Waiting Indication (MWI)

A13.47.1 General

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

A13.47.2 Terms, Conditions and Limitations

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

A13.47.3 Rates and Charges

- A. Applicable service order charges as specified in Section A4. will be incurred in addition to the rates and charges following. Service Charges do not apply when changing from MWI-Audible to MWI-Audible/Visual. (T)
- B. Features
 - 1. Message Waiting Indication-Audible (MWI)

| | Monthly | USOC |
|-------------------------|----------------|-------------|
| | Rate | MWW |
| (a) Business, Per Line | \$.70 | MWW |
| (b) Residence, Per Line | .50 | MWW |

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.47 Message Waiting Indication (MWI) (Cont'd)

A13.47.3 Rates and Charges (Cont'd)

B. Features (Cont'd)

2. Message Waiting Indication-Audible/Visual (MWI-A/V)

- (a) Residence, Per Line
- (b) Business, Per line

| | |
|----------------|-------------|
| Monthly | |
| Rate | USOC |
| \$.50 | MWWAV |
| .70 | MWWAV |

A13.48 Reserved For Future Use

A13.49 Surrogate Client Number

A13.49.1 General

- A. The Surrogate Client Number (SCN) feature provides for a telephone number in the subscriber's serving wire center from which calls will be forwarded on an intraoffice basis to the subscriber's business exchange service.
- B. This feature is furnished only from central offices which have been arranged to provide this service and is provided subject to the availability of facilities.
- C. Rates and charges for this service do not include a directory listing.

A13.49.2 Rates and Charges

- A. Applicable service order charges as specified in Section A4., will be incurred in addition to B.
- B. Surrogate Client Number
 - (1) Per Telephone Number

- (a) Residence - Each
- (b) Business - Each

| | |
|----------------|-------------|
| Monthly | |
| Rate | USOC |
| \$3.50 | SMV |
| 3.00 | SMV |

(M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.50 Telecommunications Service Priority (TSP) System (T)

A13.50.1 Service Description (M)

- A. The Telecommunications Service Priority (TSP) System is a structured coding scheme that prescribes the order in which National Security Emergency Preparedness (NSEP) telecommunications services are installed or restored. The TSP System was developed to support the requirements of the U. S. Government and applies only to NSEP telecommunications services to which the Company is able to apply priority treatment. It requires and authorizes priority action by the Company. (M)
- B. Conditions of emergency or crises that cause invocation of NSEP treatment can only be declared by authorized officials of the Federal Government or other officials (Federal or non-Federal) specified by the Director, Office of Emergency Communications (OEC) on behalf of the Executive Office of the President of the United States. (M)

A13.50.2 Service Limitations (T)

- A. Priority installation and/or restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's Rules and Regulations. (M)
In addition, TSP System service shall be provided in accordance with the guidelines set forth in "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual" (NCS manual 3-1-1 dated July 9, 1990) and "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" (NCS manual 3-1-2 dated July 9, 1990).
- B. The customer for the TSP System service must also be the same customer for the underlying Exchange Service with which it is associated. (M)
- C. The Company will arrange for the installation and/or restoration of TSP System service upon receipt of the proper certification as specified in A. (M)
- D. It is the responsibility of the TSP user to provide the TSP Authority Code to the Company with each service request. (M)
- E. When performing Priority Installation or Priority Restoration (repair) on TSP-designated services in compliance with the *terms and conditions* cited in A. preceding, the Company may not be in a position to notify the customer regarding additional labor charges if additional labor is required. The customer recognizes that quoting charges and obtaining permission to proceed with the installation or restoration of service may cause unnecessary delays and grants the Company the right to quote charges after the installation or restoration has been completed.
- F. Priority Installation or Repair
 1. When a customer for TSP System service requests that service be installed or repaired on an expedited or emergency basis in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's Rules and Regulations, the customer will be required to bear the excess costs of providing service on an expedited basis.
 2. The calculated excess costs would be in addition to all other service and installation charges normally applicable.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.50.3 Terms and Conditions

(T)

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

A13.50.4 Definitions

NATIONAL SECURITY EMERGENCY PREPAREDNESS (NSEP) SERVICES

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

OFFICE OF EMERGENCY COMMUNICATIONS (OEC)

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

PRIME VENDOR

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

PRIORITY INSTALLATION (PI)

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

PRIORITY RESTORATION (PR)

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

SUBCONTRACTOR

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

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

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

TSP AUTHORIZATION CODE

(M)

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

(M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

(M)

A13.50.5 TSP Rate Categories

- A.** There are two basic rate categories which apply to TSP System service:
 - 1. Priority Installation
 - 2. Priority Restoration
 - Level Implementation
 - Level Change
 - Maintenance/Administration
- B.** Certain activities associated with the TSP System are included in the rate elements as follows:
 - 1. Priority Installation includes order coordination.
 - 2. Priority Restoration includes system development, verification and confirmation.

A13.50.6 Rates and Charges

The following rates and charges are in addition to all other rates and charges that may be applicable for other services furnished in conjunction with TSP service:

| | Nonrecurring Charge | Monthly Rate | USOC | |
|---|--------------------------------|-------------------------|--------------|------|
| a. Priority Installation (PI) | | | | |
| (1) Per line or trunk | | | | |
| (a) Prime vendor | \$41.00 | \$- | P1APX | |
| (b) Subcontractor | 41.00 | - | P1ASX | |
| b. Priority Restoration (PR) | | | | |
| (1) Level Implementation, per line or trunk | | | | |
| (a) Prime vendor | 66.00 | - | PR5PX | |
| (b) Subcontractor | 66.00 | - | PR5SX | |
| (2) Level Change, per line or trunk | | | | |
| (a) Prime vendor | 66.00 | - | PR8PX | |
| (b) Subcontractor | 66.00 | - | PR8SX | |
| (3) Maintenance/Administration, per line or trunk | | | | (M1) |
| (a) Prime vendor | - | 3.75 | PR9PX | (M1) |
| (b) Subcontractor | - | 3.75 | PR9SX | (M1) |

Material previously appearing on this page now appears on page(s) 68.1 of this section.
 M1 Material appearing on this page previously appeared on page(s) 68.2.1 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

(M)

A13.51 (DELETED)

A13.52 Reserved For Future Use

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.70 Privacy Manager Service

A13.70.1 Definition of Feature Offering

- A. Privacy Manager service works with Caller ID service to identify unidentified callers. Privacy Manager service will intercept all unidentified calls (unavailable, unknown, blocked and private numbers) before the subscribers telephone rings. If the call is marked private, the caller will be asked to press 1 to deliver his/her calling information. On unavailable or unknown numbers, the caller will be asked to state their name. Once the calling party has identified himself, the service will ring the subscriber and announce the calling party's information. The subscriber has the option to accept the call, reject the call, or send a "Do Not Solicit" message to a telemarketer.

A13.70.2 Terms, Conditions and Limitations of Service

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

(T)
(T)

A13.70.3 Rates and Charges

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

| | Monthly Rate | USOC |
|--|-------------------------|--------------|
| (a) Per line except Complete Choice plan lines | \$9.99 | PMX1R |
| (b) Per Complete Choice plan line | 9.99 | PMX1R |

A13.71 Reserved for Future Use

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.72 Inter-Switch Simplified Message Desk Interface

A13.72.1 General

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

A13.72.2 Terms and Conditions

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.72.3 Rates and Charges

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

B. Features

1. Inter-Switch Simplified Message Desk Interface - Analog¹

| | Monthly Rate | USOC |
|--------------------------------------|-----------------|-------|
| (a) Per Link (1200 bps) | \$3,035.00 | AVBL1 |
| (b) Per Link (2400 bps) ² | 3,470.00 | AVBL2 |
| (c) Per Link (4800 bps) ² | 4,540.00 | AVBL4 |
| (d) Per Link (9600 bps) ² | 6,585.00 | AVBL9 |

2. Inter-Switch Simplified Message Desk Interface – Digital³

| | | |
|--------------------------------------|----------|-------|
| (a) Per Link (9600 bps) ² | 7,100.00 | AVBD9 |
|--------------------------------------|----------|-------|

3. SS7 Point Code for MWI

| | | |
|--------------------|--|----------------------|
| (a) Per Point Code | Nonrecurring Charge \$6,800.00 | USOC AVBLM |
|--------------------|--|----------------------|

Note 1: Appropriate Private Line Service charges apply.

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

Note 3: Appropriate SynchroNet service charges apply.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.77.1 Definition of Service

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

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

- Call Forwarding Busy Line and/or Star 98 Access

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

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

A13.77.2 Terms, Conditions and Limitations of Service

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

A13.77.3 Rates and Charges

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

| | Monthly Rate | USOC |
|---------------|---------------------|--------------|
| (a) Residence | \$2.00 | S98PK |
| (b) Business | 9.70 | S98CP |

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.78 (DELETED)

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 information 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 *the Company’s* Territory only. To provide access to a 211 number to end users in an independent company territory or to a CLECs end users within the local calling area, the 211 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. (T)
- C. The Local Calling Area of the 211 subscriber will be the Basic Local Calling Area as defined in A3.6 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 number in the merged calling area.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service (Cont'd)

A13.79.1 General (Cont'd)

- D. This 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. (T)
- H. Access to 211 is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, 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. The announcement provided may refer the caller to another telephone number. (M)

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

A13.79 211 Dialing Service (Cont'd)

A13.79.2 Service Requirements and Conditions

- (M)
- A. All requests for 211 must be submitted in writing to the Mississippi Public Service Commission. The Commission will allocate 211 numbers in the BLCAs based upon requirements and/or standards established by the FCC.
- B. Within 30 days of the number assignment, the 211 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.
- If during this period, the 211 subscriber has failed to establish service or decides to discontinue service establishment, the 211 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.
- (T)
- C. The 211 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 211 number by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 211 codes. If a recall is affected, the Company will work with all 211 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 211 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate *guidebook* rates for the establishment of the new access arrangement.
- (T)
- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to the same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections A3. and A4., will apply.
- E. The 211 Dialing Service is provided where facilities permit.
- F. The 211 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach community information and referral services provided by dialing 211.
- G. The 211 subscriber should work separately with competitive local exchange providers to ascertain that its end user customers will be able to reach community information and referral services provided by dialing 211.
- H. 211 will be provided under the following conditions.
1. For network sizing and protection, the 211 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 211.
 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 211 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 211 Dialing Service.
 3. The 211 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 4. The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 5. Suspension of 211 Dialing Service as covered in Section A2. is not applicable for this service. (T)
 6. The 211 subscriber shall respond promptly to any and all complaints lodged with any *governing* authority against any service provided via 211. If requested by the Company, the 211 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 211 service. (T)(M1)
 7. A written notice will be sent to any 211 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service. (M1)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service (Cont'd)

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

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

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service (Cont'd)

A13.79.4 Rates and Charges

- A. Application of Rates
 - 1. A Service Establishment charge shall apply per basic local calling area.
 - 2. 211 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 211 subscriber's designated premises.
 - 3. Applicable service order charges as specified in Section A4. will apply, in addition to the following rates.
 - 4. A Central Office Activation charge will apply per central office switch translated to the lead number.
 - 5. A charge will apply to changes to the point-to number at the subscriber's request, per 211 Dialing Service, per central office switch within the basic calling area.
- B. Charges applicable to the 211 Dialing Service Subscriber
 - 1. Service Establishment Charge

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

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

A13.80.1 General

- A. 711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all relay service entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105 assigned 711 dialing code for nationwide access to TRS entities, to be implemented not later than October 1, 2001
- B. 711 is available from *the Company* in *Company* Territory only. To provide access to a 711 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with the independent company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711. (T)
- C. This service is subject to the availability of the 711 dialing code.
- D. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- E. Limitations and use of service as stated in Section A2.
- F. Directory Listings may be provided for 711 at rates, *terms and conditions* as specified in Section A6. (T)
- G. Access to 711 is not available to the following classes of service:
 - Hotel/Motel/Hospital Service (toll call only)
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls)¹
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

In addition, operator assisted calls to the 711 will not be completed.

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

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

A13.80.1 General (Cont'd)

- E. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
- F. An "affiliate" of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the TRS entity. The term "control" (including the terms "controlling", "controlled by", and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

A13.80.2 Service Requirements and Conditions

- A. Requests for 711 Dialing Code must be submitted in writing to the Mississippi Public Service Commission, for the assignment of the 711 code.
- B. Once the Commission has issued an order assigning the 711 code, within 30 calendar days of such number assignment, the TRS entity must submit a request to the Company. The Company will implement the TRS entity's request within a reasonable time, given the complexity of the order.

If, during or at the end of the provisioning period, the TRS entity has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the number will be considered available for reassignment as specified in A. preceding.

- C. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or *governing* entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is effected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telephone relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate *guidebook* rates for the establishment of the new access arrangement.
- D. Only one 10-digit toll free number may be used as the lead number per basic local calling area.
- E. The 711 Dialing Code is provided where facilities permit.
- F. TRS entity should work separately with cellular companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- G. TRS entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

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

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

(M)

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 *the Company* in *Company* 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. (T)
- C. The Local Calling Area of the 511 Service subscriber will be the basic Local Calling Area defined in A3.6, as facilities permit. If local calling areas are merged, and a 511 number exists in both areas, the 511 subscriber who established 511 first in time will be entitled to retain the 511 number in the merged local calling area. (T)
- D. This service is furnished subject to the availability of 511 numbers.
- E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- F. Limitations and use of service as stated in Section A2. apply. (T)
- G. Directory Listings may be provided for 511 at rates, *terms and conditions* as specified in Section A6. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service (Cont'd)

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

- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to the same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections A3. and A4., will apply. (T)
- E. The 511 Dialing Service is provided where facilities permit.
- F. The 511 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach travel information services provided by dialing 511.
- G. The 511 subscriber should work separately with competitive local exchange companies to ascertain that its end user customers will be able to reach travel information services provided by dialing 511.
- H. 511 will be provided under the following conditions.
 - 1. For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 511.
 - 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 511 Dialing Service.
 - 3. The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 - 4. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - 5. Suspension of 511 as covered in Section A2. is not applicable for this service. (T)
 - 6. The 511 subscriber shall respond promptly to any and all complaints lodged with any *governing* authority against any service provided via the 511 number. If requested by the Company, the 511 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service. (T)
 - 7. A written notice will be sent to any 511 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service. (M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service (Cont'd)

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

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

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

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service (Cont'd)

A13.81.4 Rates and Charges

A. Application of Rates

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

B. Charges applicable to the 511 Dialing Service Subscriber

| | | |
|--|--|--|
| <ol style="list-style-type: none"> 1. Service Establishment Charge | <p>Nonrecurring Charge</p> <p>\$389.90</p> | <p>USOC</p> <p>511SE</p> |
| <ol style="list-style-type: none"> 2. Central Office Activation | <p>150.00</p> | <p>511CC</p> |
| <ol style="list-style-type: none"> 3. Change of Point-to Number by Subscriber | <p>13.50</p> | <p>511AP</p> |
| <ol style="list-style-type: none"> <ol style="list-style-type: none"> (a) Per Basic Local Calling Area <ol style="list-style-type: none"> (a) Per Central Office <ol style="list-style-type: none"> (a) Per Central Office | | |

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 from BellSouth Telecommunications, Inc. (“Company”), for delivery of general information via voice grade facilities. The Federal Communications Commission (FCC) in CC Docket 92-105, assigned the 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 *the Company* in *Company* 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. (T)
- 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 “point-to” number exists in both central offices, the 311 subscriber who established 311 first in time will be entitled to retain the 311 “point-to” 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 *the Company* on a “first come, first served” basis. (T)
- 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. (T)
- H. Access to 311 is not available to the following classes of service:
- Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, 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. The announcement provided may refer the caller to another telephone number.

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 (Cont'd)

A13.82.2 Service Requirements and Conditions

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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

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

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

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

A13.82.4 Rates and Charges

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

| | Nonrecurring Charge | USOC |
|--|--------------------------------|--------------|
| (a) Per Central Office | \$1,015.00 | 311SE |
| 2. Central Office Activation | | |
| (a) Per Central Office | 54.00 | 311CC |
| 3. Change of Point-to Number by Subscriber | | |
| (a) Per Central Office | 4.00 | 311AP |