

**TARIFF DISTRIBUTION**

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## A2. GENERAL TERMS AND CONDITIONS

### A2.3 Establishment And Furnishing Of Service

#### A2.3.1 Availability Of Facilities

- A. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.
- B. The rates and charges quoted in this Guidebook provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- C. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the terms and conditions as set forth in Section A5., "Charges Applicable Under Special Conditions", except as otherwise specified.
- D. The Company may discontinue certain Company services in geographic areas for which the Company has no customers subscribing to those services.
- E. Subject to the appropriate regulatory approvals, the Company may grandfather all services governed by this Guidebook in certain geographic areas. Once grandfathered, such services will no longer be available for purchase and existing customers will no longer be able to move, add or change their existing service.

For service availability by Wire Center: [https://cpr.web.att.com/pdf/dsa/zero\\_demand\\_tracker.pdf](https://cpr.web.att.com/pdf/dsa/zero_demand_tracker.pdf)

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#### A2.3.2 Area Calling Plan, Flat, Measured And Message Rate Service

- A. When the Area Calling Plan **and** Flat services are offered in an area, an applicant may, at his option, select either type of service or combination of services for the applicant's private residence location.

An applicant at a business location may select Flat Rate, Measured Rate, Message Rate Service or Area Calling Plan Service when they are available in the exchange. However, a combination of these different types of services will not be furnished to the same subscriber at the same business location. Different applicants at the same business location, even in the same office, may each subscribe to a different type of service as long as each applicant has a different account and the applicants do not share a communication or other key-type system. The exceptions to the mixing restrictions for business locations are listed following:

1. To hotel and hospital premises where Flat Rate Individual Line or PBX Trunk Service may be provided for the exclusive use of management, in addition to the Area Calling Plan, Measured or Message Service ordinarily provided in guest or patient rooms and lobbies. Flat Rate Service may be provided in guest or patient rooms, in lieu of Area Calling Plan, Measured or Message Rate Service, in addition to Flat Rate Service for management use in hotels and hospitals. Regardless of the type of service the hotel or hospital subscribes to, a guest or patient may subscribe individually to any type of service ordinarily available to residence subscribers.
2. To premises where pay telephones may properly be located;
3. To a combination of measured foreign exchange and flat rate local exchange service;
4. To services extended from one subscriber's premises to one or more other premises of the same subscriber;
5. To services of different subscribers furnished on the same premises; however, both flat and measured service cannot be connected to the same customer premises communication system;
6. To premises where Back-Up Line service may properly be located with flat rate primary line service;
7. To premises where toll terminals are located;
8. To premises where flat rate service is used for voice transmission and usage service is used for transmission of medical information only, for contingency or temporary use during service outages of the main communication system only, for lines to the subscriber's own automatic attendant or voice mail system only, for fax machines only, or for computer data communications only, and the usage lines are not part of the primary voice system at that location. It shall also apply for premises where usage service is used for voice transmission and flat rate service is used for the same purposes stated above;
9. To premises where flat rate service is used for voice transmission and the customer subscribes to a service for which the Company requires usage rated network access such as, but not limited to, MegaLink service and LightGate service.

## B2. TERMS AND CONDITIONS

### B2.1 Undertaking Of The Company (Cont'd)

#### B2.1.4 Provision Of Facilities (Cont'd)

- C. The Service Installation Guarantee, as set forth in B2.4.17 following is applicable to specified services offered in this Guidebook. The Service Installation Guarantee is applied on a per circuit basis for Private Line services.

The following list identifies some of the individual Private Line services which are eligible for credit of nonrecurring charges under "Service Installation Guarantee" found in B2.4.17 following:

- MegaLink Channel Service
- MegaLink Service
- SynchroNet Service<sup>f</sup>
- Voice Grade Service (Series 2000)

Other services eligible for credit of nonrecurring charges under Service Installation Guarantee provisions are noted in their respective guidebook sections.

The following service(s)/service element are not eligible for such credit:

- Custom Network Service
- FlexServ Service

- D. The Company may discontinue certain Company services in geographic areas for which the Company has no customers subscribing to those services.

- E. Subject to the appropriate regulatory approvals, the Company may grandfather all services governed by this Guidebook in certain geographic areas. Once grandfathered, such services will no longer be available for purchase and existing customers will no longer be able to move, add or change their existing service.

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#### B2.1.5 Reserved For Future Use

#### B2.1.6 Work Performed Outside Regular Working Hours

The rates and charges specified in this Guidebook contemplate that work will be performed during regular working hours and that work once begun will not be interrupted by the customer. If, at the request of the customer, work is performed outside of regular working hours, either to meet his convenience or because the time allowed is insufficient to permit completion during regular hours or if the customer interrupts work which has begun, the customer may be required to pay any additional costs incurred.

#### B2.1.7 Reserved For Future Use

#### B2.1.8 Reserved For Future Use

#### B2.1.9 Telecommunications Service Priority (TSP) System

##### A. Service Description

1. 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.
2. 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.

##### B. Service Limitations

1. 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.

**Note 1:** Effective June 30, 2021, SynchroNet Service is obsolete. See B107.2 for service availability.

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