
E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

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E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

E9.1 General Description

E9.1.1 Provision of Service

- A. The Company will provide automated *BellSouth* Directory Assistance Access service to a customer from *BellSouth* Directory Assistance *Access* service locations. (C)
- B. An automated *BellSouth Directory Assistance* Access service provides service to *BellSouth Directory Assistance Access* locations, automated *BellSouth Directory Assistance Access* service access equipment, and *BellSouth Directory Assistance Access* when required to provide telephone numbers or a report that a number is non-published. (C)
(C)
(C)

E9.2 Undertaking of the Company

E9.2.1 Number Provision

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

E9.2.2 Access Locations and Call Transport

- A. The Company will specify the *BellSouth Directory Assistance Access* location which provides the autoamted *BellSouth Directory Assistance* Access service for each Numbering Plan Area Code (NPA). The *BellSouth Directory Assistance Access* locations are as shown in the NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. No.4. (C)
(C)
When it becomes necessary, as determined by the Company, to change *BellSouth Directory Assistance Access* location, the Company will notify the involved customer six months prior to the change. For such changes, the regulations as set forth in Section E2.1.7 apply. (C)
(T)
- B. Automated *BellSouth Directory Assistance* Access service will be provided between the customer premises and the *BellSouth Directory Assistance Access* location by the Company at rates and charge as set forth in Section E9.5, and as follows: (C)
(T)
When the access tandem switch is appropriately equipped for *BellSouth Directory Assistance* measurement, the Company will route all *Directory Assistance* Access service traffic to the *BellSouth Directory Assistance Access* location for completion over the customer's *BellSouth SWA* provided from the access tandem. Additionally, as set forth in Section 6.2 of Tariff FCC No. 1 and Sections E9.2.2.B.1 and E9.2.2.B.3, direct connections to automated *BellSouth Directory Assistance* service may be required. If a customer delivers an automated *BellSouth Directory Assistance Access* call to the Company, the Company will complete the call at charges as set forth in Section E9.5. (C)
(C)
(C)
(T)
- 1. General
 - a. Each *BellSouth Directory Assistance* Access service will consist of the following:
 - (1) An Interface Group equipped with an available Premises Interface Code at the customer's premises.
 - (2) Directory Transport between the premises of the ordering customer and the automated *BellSouth Directory Assistance Access* location. (C)

E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

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

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

B. (Cont'd)

1. *BellSouth Directory Assistance* Access Service (Cont'd)

- b. When required by the Company, a separate *BellSouth Directory Assistance* Access service trunk group will be provided for *BellSouth Directory Assistance* Access service for each NPA. Separate trunk groups will be required when the Company notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's end user desires *BellSouth Directory Assistance* information.

Further, when an access tandem is available and is provided, the *BellSouth Directory Assistance* Access service will be provided, at Company choice, either as a separate *BellSouth Directory Assistance* Access service trunk group or in combination with *BellSouth SWA FGB*, *BellSouth SWA FGD*, or *BellSouth SWA TSBSA* service. (D)

2. Interface Group and Premises Interface Code

All Interface Groups as set forth in Section 6 of Tariff FCC No. 1 are available for *BellSouth Directory Assistance* Access service. When only *BellSouth Directory Assistance* Access service is provided, only the following Premises Interface Codes are available: (T)

4DS9-15	6EA2-E	4RV2-0
4DS6-44	2RV3-0	4AH6-D

Such Premises Interface Codes are described in Section 6 Tariff FCC No. 1. When *BellSouth Directory Assistance* Access service is provided with *BellSouth SWA FGB*, *BellSouth SWA FGD* or *BellSouth SWA TSBSA* service, the Premises Interface Code for the combination will be the available Premises Interface Code provided for the *BellSouth SWA FGB*, *BellSouth SWA FGD* or *BellSouth SWA TSBSA* service ordered by the customer. Except as set forth in E9.4.5 following, the Interface Group and Premises Interface Codes provided under a Special Order for *BellSouth Directory Assistance* Access service are subject to the order conditions as set forth in Section E5. preceding. For purpose of applying the order regulations, a *BellSouth Directory Assistance Access* location is considered to be a customer's end user serving wire center. (T) (D) (D)

3. Directory Transport

- a. Directory Transport provides the transmission facilities and transport termination between the premises of the ordering customer and the *BellSouth Directory Assistance Access* location. For purposes of determining Directory Transport mileage, distance will be measured from the wire center that normally serves the customer premises to the *BellSouth Directory Assistance Access* location(s).
- b. Directory Transport is a two-way voice frequency transmission path composed of *BellSouth SWA* Transport facilities as set forth in Section 6 of Tariff FCC No. 1. The two-way voice frequency path transports calls in the terminating direction (from the premises of the customer to the *BellSouth Directory Assistance Access* location). The voice frequency transmission path may be comprised of any form or configuration of plant capable of and typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency band width of approximately 300 to 3000 Hz. (T)
- c. Directory Transport facilities are specified by the customer and include the following rate categories. These rate categories are further defined in Section 6 of Tariff FCC No. 1, *BellSouth SWA* service. (T)

E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

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

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

B. (Cont'd)

3. Directory Transport (Cont'd)

c. (Cont'd)

- (1) Switched Local Channel must be specified by the customer. This facility is used in the transport of the BellSouth Directory Assistance Access service call from the customer's premises to the Company's Serving Wire Center (SWC). The Switched Local Channel is assessed a monthly rate based on capacity.

- (2) Switched Interoffice Channel, either Common or Dedicated, must be specified by the IC.

Switched Dedicated Interoffice Channels (SW DIOC) are used for the transport of the BellSouth Directory Assistance Access service call to the BellSouth Directory Assistance Access location without utilizing an Access Tandem Switch or for the transport of the call to the Access Tandem *switch* where an Access Tandem *is utilized*. The SW DIOC is assessed a monthly rate, per mile, based on the capacity ordered by the customer.

Where a Company Access Tandem is utilized, Switched Common Transport Interoffice Channels (SW CIOC) are used for the transport of the BellSouth Directory Assistance Access service call from the Company's *Access Tandem* to the BellSouth Directory Assistance Access location. The SW CIOC charge is assessed on a per call basis and a per call mile basis.

For BellSouth SWA Common Transport, the DS3 to DS1 Multiplexer element is applicable. This element provides for use of DS3 to DS1 multiplexer equipment between the Company Access Tandem switch and the BellSouth Directory Assistance Access Location.

- (3) Access Tandem Switching provides for the function of the Access Tandem when routing the call from the customer's SWC to the BellSouth Directory Assistance Access location through the Access Tandem Switch. A rate per call will be assessed for each BellSouth Directory Assistance Access service call that traverses the Access Tandem.

- d. As specified by the customer, BellSouth Directory Assistance Access service is to be routed directly to a BellSouth Directory Assistance Access location or through an access tandem switch appropriately equipped for BellSouth Directory Assistance Access measurement and served by BellSouth Directory Assistance Access trunks to the BellSouth Directory Assistance Access location when such an access tandem switch is available in combination with BellSouth SWA FGB, BellSouth SWA FGD or BellSouth SWA TSBSA or as a separate BellSouth Directory Assistance Access service Trunk Group. The combination of BellSouth SWA FGB, BellSouth SWA FGD or BellSouth SWA TSBSA service with BellSouth Directory Assistance Access service will only be provided at such available and appropriately equipped access tandem switches. All BellSouth Directory Assistance Access calls routed via this combination to the access tandem will be completed to the BellSouth Directory Assistance Access location and subject to the charges set forth in E9.5 *of this Tariff*. If the customer does not want BellSouth Directory Assistance Access calls completed to the BellSouth Directory Assistance Access location via this combination, the customer may block the call. (D)

- e. When Directory Transport is provided multifrequency address signaling is required with wink-start start pulsing signals provided. The customer shall address each call to the BellSouth Directory Assistance Access location using NPA+555+1212 or when required by the Company, 555-1212. Only NPA codes handled by the BellSouth Directory Assistance Access location will be processed. (D)

- f. Directory Transport is provided with one of the BellSouth SWA Transport Interface Groups as set forth in Section 6 of Tariff FCC No. 1. (T)

4. Special Facilities Routing

A customer may request that BellSouth Directory Assistance Access service be provided via Special Facilities Routing. The regulations, rates and charges for Special Facilities Routing (Avoidance, Diversity and Cable Only) are as set forth in Section E11. *of this Tariff*.

E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

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

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

B. (Cont'd)

5. Design Layout Report

The Company will provide to the customer the makeup of the facilities and services provided under this section as **BellSouth Directory Assistance** Access service. This information will be provided in the form of a Design Layout Report similar to that as set forth in Section 6 of Tariff FCC No. 1, Design Layout Reports for **BellSouth Directory Assistance** Access service will be provided only when specifically requested by the customer. The Design Report will be provided to the customer at no charge and will be reissued or updated whenever the facilities provided for the customer's use are materially changed. (T)

6. Transmission Specifications

BellSouth Directory Assistance Access service is provided with either Type A, B or C Transmission Specifications. The specifications associated with these parameters are guaranteed to the **BellSouth Directory Assistance Access** location, whether routed directly or via an access tandem. Type C Transmission Specification is provided with Interface Group 1 when routed directly to a **BellSouth Directory Assistance Access** location. Type B Transmission Specification is provided with Interface Groups 2, 6 and 9 when routed directly to a **BellSouth Directory Assistance Access** location. Type A Transmission Specification is provided with Interface Groups 2, 6 and 9 when routed via an access tandem.

When **BellSouth Directory Assistance** Access service is provided with **BellSouth SWA FGD** or **BellSouth SWA** TSBSA 3 service, Type A Transmission Specification is provided. When **BellSouth Directory Assistance** Access service is provided with **BellSouth SWA FGB** or **BellSouth SWA** TSBSA 1 service, Type B Transmission Specification is provided for Interface Groups 2, 6 and 9 and Type C Transmission Specification is provided for Interface Group 1. (D)

Type A, B and C Transmission Specifications are set forth in Section 6 of Tariff FCC No. 1. (D)

7. Acceptance Testing and Testing Capabilities

The acceptance testing and testing capabilities for **BellSouth Directory Assistance** Access service traffic routed through an access tandem are the same as those for the associated **BellSouth SWA FGB**, **BellSouth SWA FGD** or **BellSouth SWA** TSBSA end office switching. The acceptance testing for **BellSouth Directory Assistance** Access service traffic routed directly to or routed in a separate trunk group through an access tandem to the **BellSouth Directory Assistance Access** location, will be as set forth in Section 6 of Tariff FCC No. 1. The testing capabilities for **BellSouth Directory Assistance** Access service traffic routed directly to or routed in a separate trunk group through an access tandem to the **BellSouth Directory Assistance Access** location will be as set forth for cooperative scheduled testing or manual scheduled testing in Section E13. following. (T)

C. Trunk-side switching is provided at the **BellSouth Directory Assistance Access** location. The **BellSouth Directory Assistance Access** location will provide trunk answer and disconnect supervisory signaling.

D. The Company will distribute the calls received over the **BellSouth Directory Assistance** Access services to the **BellSouth Directory Assistance Access** System using the **BellSouth Directory Assistance Access** location access equipment.

E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

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

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

- E. In the event that the telephone number is unavailable, no credit applies for the call charged. When the *BellSouth Directory Assistance Access* location or *BellSouth Directory Assistance Access* System is out of service due to Company equipment failure or an incorrect number is provided, a credit as set forth in E9.4.1 following will apply.
- F. *BellSouth Directory Assistance Access* service may be provided, at the option of the customer, for interstate and intrastate communications. When the customer requests such mixed access, the intrastate *BellSouth Directory Assistance Access* service charges will be determined by the Company using the data furnished by the customer as set forth in E2.3.14 preceding.

E9.3 Obligations of the Customer

E9.3.1 Ordering Requirements

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

E9.3.2 End User Requirements

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

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E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE (T)

E9.4 Payment Arrangements

E9.4.1 Credit Allowance for BellSouth Directory Assistance Service (T)

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

E9.4.2 Reserved for Future Use

E9.4.3 Minimum Periods

- A. The minimum period for which *BellSouth Directory Assistance Access* service is provided and for which charges apply is one month. (T)

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E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

(T)

E9.4 Payment Arrangements (Cont'd)**E9.4.4 Cancellation of a Special Order**

- A. When an customer cancels a Special Order for *BellSouth Directory Assistance* Access service after the order date but prior to the start of service, the appropriate charges as set forth in Section E5. preceding for *BellSouth SWA* Transport services apply for the *BellSouth Directory Assistance* Access service cancelled.

(T)

E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

E9.4 Payment Arrangements (Cont'd)

E9.4.5 Changes to Special Orders

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

E9.4.6 Moves

A move involves a change in the physical location of the point of termination at the customer premises or of the customer premises. Moves will be treated as set forth in Section 6 of Tariff FCC No. 1 and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in Section 6 of Tariff FCC No. 1. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service. (T)
(T)

E9.4.7 BellSouth Directory Assistance Service Rearrangements

Nonrecurring charges apply for service rearrangements. Service rearrangements are as set forth in Section 6 of Tariff FCC No. 1. The Service Rearrangement Charges are as set forth in Section 6 of Tariff FCC No. 1 for the type of change provided by the Company. (T)
(T)

E9.5 Rate Regulations and Charges

E9.5.1 Rate Regulations

- A. The automated *BellSouth Directory Assistance Access* service call charge, as set forth in Section E9.5.2, applies for each call to *BellSouth Directory Assistance Access* service. A call is a call which has been connected to automated *BellSouth Directory Assistance Access*. No charge applies if the automated *BellSouth Directory Assistance Access* service is unable to find the requested telephone number. The number of calls will be accumulated by Company measuring equipment. A credit for the provision of an incorrect telephone number will be applied as set forth in Section E9.4.1. (C)
(C)
(C)
(C)
(T)
- B. The mileage for Directory Transport will be measured as set forth in Section 6 of Tariff FCC No. 1. Title Page notwithstanding, these two wire centers may be in different LATAs. (T)
- C. The charges for Directory Transport are set forth in Section E9.5.2. (T)

E9.5.2 Rate Categories

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

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

1. Directory Transport

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

2. *BellSouth Directory Assistance Access* Service Call

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

E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

E9.5 Rate Regulations and Charges (Cont'd)

E9.5.2 Rate Categories (Cont'd)

A. There are three (3) rate categories which apply to BellSouth Directory Assistance Access service: (Cont'd)

3. BellSouth Directory Assistance Access Interconnection

The BellSouth Directory Assistance Access Interconnection rate category provides for switching capability and network functions not assigned to other BellSouth Directory Assistance Access service rate categories. This charge is assessed to all customers and is applied on a per BellSouth Directory Assistance Access service call basis.

E9.5.3 Rates and Charges

A. Rates and charges for BellSouth Directory Assistance Access service are set forth following:

1. BellSouth Directory Assistance Access service call

	Rate	USOC
(a) Per call	\$.271744	NA

2. Directory Transport

(a) BellSouth SWA Local Channel ¹	-	NA	
(b) BellSouth SWA Dedicated Transport ¹	-	NA	
(c) BellSouth SWA Common Transport per BellSouth Directory Assistance Access service Call	.000059	NA	(R)
(d) BellSouth SWA Common Transport per BellSouth Directory Assistance Access service Call Mile	.000008	NA	(R)
(e) Access Tandem Switching per BellSouth Directory Assistance Access service Call	.000189	NA	(R)
(f) Directory Assistance Interconnection per BellSouth Directory Assistance Access service Call	.000000	NA	
(g) DS3 to DS1 Multiplexer per DA Access Service Call	.000129	NA	(R)
(h) Installation ²	-	NA	(T)

Note 1: Nonrecurring and monthly rates are as specified for BellSouth SWA Transport in E6.8.1 of this Tariff.

Note 2: Nonrecurring rates are as specified for BellSouth SWA Transport in E6.8.1 of this Tariff. (T)

E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

E9.6 BellSouth Flat Rated DA Trunks

E9.6.1 General Description

BellSouth Flat Rated DA Trunks provide the means to interconnect a customer's high capacity facility or facilities (e.g., DS1, MegaLink®, LightGate®, SmartPath® or SMARTRing®) at a DS1 level to the network location of their directory assistance provider.

- A. BellSouth Flat Rated DA Trunks have the same transmission specifications as do BellSouth SWA FGD trunks, as described in E6.2.4 of this tariff.
- B. BellSouth Flat Rated DA Trunks are made available in the following types:
 - Type 1: Supports bi-directional transport of customer calls using CCS7 signaling to provide call return,
 - Type 2: Supports unidirectional transport of customer calls using CCS7 signaling, and
 - Type 3: Supports unidirectional transport of customer calls using MF signaling.
- C. Rates and charges for BellSouth Flat Rated DA Trunks are as detailed in E9.6.3, following.

E9.6.2 Service Requirements

- A. BellSouth Flat Rated DA Trunks must be interconnected with a customer's high capacity facility or facilities (i.e., DS1, MegaLink®, LightGate®, SmartPath® or SMARTRing®) at a DS1 level in order that BellSouth Flat Rated DA Trunks function properly. Any combination of twenty-four (24) Flat Rated DA Trunk Types 1, 2 and 3 can be ordered to meet this requirement. If the customer requires more than twenty-four (24) Flat Rated DA Trunks, additional trunks must be ordered in increments of twenty-four (24).
- B. The Telephone Company will specify network locations from which BellSouth Flat Rated DA Trunks are made available as shown in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. No.4.
- C. When ordering BellSouth Flat Rated DA Trunks, the customer must submit to the Telephone Company a Connecting Facility Assignment (CFA) identifying which and/or what part of the customer's high capacity facility and/or facilities are to be interconnected to the Telephone Company's BellSouth Flat Rated DA Trunks. Any subsequent change of Connecting Facilities Assignment (CFA) affecting interconnection with BellSouth Flat Rated DA Trunks must also be submitted to the Telephone Company.

E9.6.3 Rates and Charges

- A. The following rates apply to BellSouth Flat Rated DA Trunks.
 - 1. Flat Rated DA Trunks

		Nonrecurring Charges			
		Monthly	First Trunk	Each Add'l	
		Rate	Installed	Trunk	USOC
(a)	Type 1	\$ 6.00	\$ 24.00	\$ 20.00	WDAT1
(b)	Type 2	6.00	24.00	20.00	WDAT2
(c)	Type 3	6.00	24.00	20.00	WDAT3