

TELECOMMUNICATIONS, INC.
NORTH CAROLINA
ISSUED: September 28, 2009
BY: President - North Carolina
Charlotte, North Carolina

EFFECTIVE: October 5, 2009

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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TELECOMMUNICATIONS, INC.
NORTH CAROLINA
ISSUED: September 28, 2009
BY: President - North Carolina
Charlotte, North Carolina

EFFECTIVE: October 5, 2009

A13. (DELETED)

(D)

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(N)

(N)

(N)

(N)

TELECOMMUNICATIONS, INC.
NORTH CAROLINA
ISSUED: September 28, 2009
BY: President - North Carolina
Charlotte, North Carolina

EFFECTIVE: October 5, 2009

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.1 through A13.79 (DELETED)

(M) (D)

Material appearing on this page previously appeared on page(s) 1.1 through 57 of this section.

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 Cancels First Revised Page 57

TELECOMMUNICATIONS, INC.
 NORTH CAROLINA
 ISSUED: September 28, 2009
 BY: President - North Carolina
 Charlotte, North Carolina

EFFECTIVE: October 5, 2009

A13. (DELETED)

(D)

The pages listed below represent blank pages that replaced previous revisions. All material has been deleted from the specified page by the revision listed here.

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BELLSOUTH
 TELECOMMUNICATIONS
 NORTH CAROLINA
 ISSUED: March 4, 2016
 BY: President - North Carolina
 Charlotte, North Carolina

GENERAL SUBSCRIBER SERVICE TARIFF

Second Revised Page 58
 Cancels First Revised Page 58

EFFECTIVE: March 19, 2016

A13. MISCELLANEOUS SERVICE ARRANGEMENTS**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.
- B.** Pursuant to North Carolina Public Utilities Commission (NCUC) Docket No. P-100, Sub 110 calls dialed as 711 shall be translated to the assigned TRS entity’s toll free number no later than November 1, 2000. The 711 Dialing Code will be allocated pursuant to rules, processes or procedures mandated by the NCUC.
- C.** 711 is available from BellSouth in BellSouth Territory only. To provide access to 711 to end users in an independent company territory or to a CLPs end users within the local calling area, the TRS entity must make appropriate arrangements with the independent company or CLP serving that territory.
- D.** Directory Listings may be provided for 711 at rates and regulations as specified in Section A6.
- E.** Access to 711 is not available to the following classes of service:
 - Hotel/Motel/Hospital Service (toll call only)
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)^f
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

In addition, operator assisted calls to 711 will not be completed.
- F.** The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
- G.** 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.
- H.** Limitations and use of service as stated in Section A2. apply.
- I.** 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc)
- J.** This service is subject to the availability of the 711 dialing code.

(C)

Note 1: Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Verification and Emergency Interrupt Service are discontinued.

(N)

BELLSOUTH
 TELECOMMUNICATIONS, INC.
 NORTH CAROLINA
 ISSUED: October 18, 2000
 BY: President - North Carolina
 Charlotte, North Carolina

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EFFECTIVE: November 1, 2000

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

(N)

A13.80.2 Service Requirements and Conditions

(N)

- A. Effective July 19, 2000, the 711 Dialing Code has been assigned for TRS use by the North Carolina Utilities Commission (NCUC), to be implemented by November 1, 2000. (N)
- B. The Company will implement the TRS entity's request within a reasonable time, given the complexity of the order. (N)
- 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 regulating 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 for telephone relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate tariff rates for the establishment of the new access arrangement. (N)
- D. Only one 10-digit toll free number may be used as the lead number. (N)
- E. The 711 Dialing Code is provided where facilities permit. (N)
- F. 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. (N)
- G. 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. (N)
- H. 711 Dialing Code will be provided under the following conditions. (N)
 - 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. (N)
 - 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. (N)
 - 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. (N)
 - 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. (N)
 - 5. The TRS entity shall respond promptly to any and all complaints lodged with any regulatory 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. (N)
 - 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 measures, 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. (N)

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EFFECTIVE: October 5, 2009

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)

- G.** 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 tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the TRS entity's premises.
- H.** 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 Tariff. 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.

A13.81 through A13.90 (DELETED)

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TELECOMMUNICATIONS, INC.
NORTH CAROLINA
ISSUED: September 28, 2009
BY: President - North Carolina
Charlotte, North Carolina

Third Revised Page 62
Cancels Second Revised Page 62

EFFECTIVE: October 5, 2009

A13. (DELETED)

(D)

The pages listed below represent blank pages that replaced previous revisions. All material has been deleted from the specified page by the revision listed here.

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