

**TARIFF DISTRIBUTION**

FILE PACKAGE NO.: NC-15-0035

DATE: May 11, 2015

STATE: NORTH CAROLINA

EFFECTIVE DATE: 05/10/2015

TYPE OF DISTRIBUTION: Approved

PURPOSE: DA Automation

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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 an IC from automated *BellSouth* Directory Assistance *Access* service locations. (C)
- B. *BellSouth* Directory Assistance *Access* service provides: (1) automated *BellSouth* Directory Assistance *Access* service to *BellSouth* Directory Assistance *Access* service locations; (2) the use of *BellSouth* Directory Assistance *Access* service equipment; and (3) *BellSouth* Directory Assistance *Access* when required to provide telephone numbers or a report that a number is non-published. (C)  
(C)  
(C)  
(C)

### E9.2 Undertaking of the Company

#### E9.2.1 Number Provision

- A. The Company, 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 IC's end user shall be limited to that effort necessary to process an IC's end user's request for a telephone number; and the Company will not transfer, forward or redial an IC'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 call to the *BellSouth* Directory Assistance *Access* operator. (C)
- C. A telephone number which is not listed in automated *BellSouth* Directory Assistance *Access* records will not be available to the IC's end user. (C)

#### E9.2.2 Access Locations and Call Transport

- A. The Company will specify the *BellSouth* Directory Assistance *Access* service location which provides the automated *BellSouth* Directory Assistance *Access* service for each Numbering Plan Area Code (NPA). The *BellSouth* Directory Assistance *Access* service locations are as shown in NECA No. 4. (C)  
(C)  
When it becomes necessary, as determined by the Company, to change a *BellSouth* Directory Assistance *Access* service location, the Company will notify the ICs involved six months prior to the change. For such changes, the regulations as set forth in Section E2.1.7 apply. (C)  
(T)
- B. When automated *BellSouth* Directory Assistance *Access* service is ordered, automated *BellSouth* Directory Assistance *Access* service will be provided between the IC terminal location and the *BellSouth* Directory Assistance *Access* service location by the Company at rates and charges as set forth in Section E9.5. (C)  
(C)  
(T)
- 1. *BellSouth* Directory Assistance *Access* Service - General (C)
  - a. Each automated *BellSouth* Directory Assistance *Access* service will consist of the following: (C)
    - (1) An Interface Group equipped with an available Premises Interface Code at the IC's premises. (C)
    - (2) Directory Transport between the terminal location of the ordering IC and the automated *BellSouth* Directory Assistance *Access* service location. (C)
  - b. When required by the Company, a separate *BellSouth* Directory Assistance *Access* service trunk group will be provided for automated *BellSouth* Directory Assistance *Access* service for each NPA. Separate trunk groups will be required when the Company notifies the IC that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the IC's end user desires automated *BellSouth* Directory Assistance *Access* information. (C)  
(C)  
(C)  
Further, when an access tandem is available and is provided, the automated *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 or *BellSouth* SWA FGD service. (C)  
(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)

4. Special Facilities Routing
 

An IC may request that automated *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. (C)
5. Design Layout Report
 

The Company will provide to the IC the makeup of the facilities and services provided under this section as automated *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 for automated *BellSouth Directory Assistance Access* service will be provided only when specifically requested by the IC. The Design Layout Report will be provided to the IC at no charge and will be reissued or updated whenever the facilities provided for the IC's use are materially changed. (C)
6. Transmission Specifications
 

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

A, B and C Transmission Specifications are set forth in Section 6 of Tariff FCC No. 1. (C)
7. Acceptance Testing and Testing Capabilities
 

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

This option allows the IC to specify a particular routing for trunk groups in lieu of Company selected traffic routing, i.e., the IC may specify that the routing be on a direct trunk basis or via an access tandem. (C)
- C. Trunk-side switching is provided at the *BellSouth Directory Assistance Access* service location. The *BellSouth Directory Assistance Access* service location will provide trunk answer and disconnect supervisory signaling. (C)
- D. The Company will distribute the calls received over the automated *BellSouth Directory Assistance Access* Services to the automated *BellSouth Directory Assistance Access* using the *BellSouth Directory Assistance Access* service location access equipment. (C)
- E. In the event that no, or an incorrect telephone number is provided, except when the *BellSouth Directory Assistance Access* service location or automated *BellSouth Directory Assistance Access* service equipment or terminals are out of service due to a Company equipment failure, no credit applies for the charge for the call. When the *BellSouth Directory Assistance Access* service location or automated *BellSouth Directory Assistance Access* service equipment or terminals are out of service due to a Company equipment failure, a credit as set forth in Section E9.4.1 will apply. (C)
- F. *BellSouth Directory Assistance Access* service may, at the option of the IC, be provided for interstate and intrastate communications. When the IC requests such mixed access, the intrastate *BellSouth Directory Assistance Access* service charges will be determined by the Company using the reports furnished by the IC as set forth in Section E2.3.14. (C)

## E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

### E9.3 Obligations of the IC

#### E9.3.1 Ordering Requirements

- A. The IC shall order the capacity and interface type of automated *BellSouth Directory Assistance Access* service it needs except when provided over existing *BellSouth SWA FGA*, *BellSouth SWA FGB*, *BellSouth SWA FGD* or *BellSouth SWA Transport* facilities, as specified in Section E9.2.2.B.3. (C)  
(T)
- B. When automated *BellSouth Directory Assistance Access* service is ordered initially, the IC shall order the service for at least one year. Thereafter, additional service may be ordered for a minimum of one year. Not later than six months prior to the end of the one year period, the IC shall notify the Company if the service is to be discontinued at the end of the one year period. If no notice is received from the IC, the Company will automatically extend the service for another year and all appropriate charges as set forth in Section E9.5 for another year will apply. (C)  
(T)
- C. The IC facilities at the terminal location of the ordering IC shall provide the necessary on-hook and off-hook supervision. (T)
- D. When requested by the Company, the IC shall order a separate trunk group for automated *BellSouth Directory Assistance Access* service for each NPA. The conditions when the IC will be requested to order separate trunk groups for each NPA are set forth in Section E9.2.2.B.1. (C)  
(T)

#### E9.3.2 End User Requirements

- A. When the IC bills its end users, the IC shall be responsible for all contacts and arrangements with its end users concerning the provision and maintenance of automated *BellSouth Directory Assistance Access* service furnished to its end users. When the Company bills the IC end users at the request of the IC, contacts and arrangements with IC end users concerning the billing and collecting of charges will be as set forth in Section E8.2. (C)  
(T)
- B. The IC shall notify its end users through its tariff or other appropriate means that automated *BellSouth Directory Assistance Access* service will respond to three (3) telephone numbers requests per call only and will not transfer, forward or redial the call to another location for any purpose other than the provision of automated *BellSouth Directory Assistance Access* service. (C)  
(C)  
(C)

### E9.4 Payment Arrangements

#### E9.4.1 Credit Allowance for BellSouth Directory Assistance Access Service

- A. When the automated *BellSouth Directory Assistance Access* service location or automated *BellSouth Directory Assistance Access* service equipment or terminals are out of service due to a Company equipment failure or an incorrect number is provided and an IC *BellSouth Directory Assistance Access* service call has been connected to *BellSouth Directory Assistance Access*, a credit allowance for a call connected equal to the amounts charged for automated *BellSouth Directory Assistance Access* service Call as set forth in Section E9.5 will be applied to the IC's charges. (C)  
(C)  
(C)  
(T)
- B. In addition to the credit as set forth in Section E9.4.A, when an automated *BellSouth Directory Assistance Access* service or equipment provides an incorrect number for a call and the IC reports such occurrences to the Company, a credit allowance for such automated *BellSouth Directory Assistance Access* call will apply. When the IC 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 IC. The credit allowance is equal to the amounts charged for automated *BellSouth Directory Assistance Access* service call as set forth in Section E9.5. (C)  
(C)  
(C)
- C. When automated *BellSouth Directory Assistance Access* service call is not completed due to the failure of automated *BellSouth Directory Assistance Access* service to *BellSouth Directory Assistance Access* locations, equipment or *BellSouth Directory Assistance Access* service activities, a credit allowance for the *BellSouth SWA* service portion in the originating LATA of such automated *BellSouth Directory Assistance Access* call will apply. When the IC reports such a call and 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 IC. The credit allowance is equal to the amounts charged for a *BellSouth Directory Assistance Access* service call as set forth in Section E9.5. (C)  
(C)  
(C)  
(C)  
(C)
- D. Credit allowances for other service interruptions will be provided as set forth in Section E2.4.4. (C)  
(T)

## E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

### E9.4 Payment Arrangements (Cont'd)

#### E9.4.4 Cancellation of a Special Order (Cont'd)

- B.** When an IC cancels a Special Order for automated *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 for the automated *BellSouth Directory Assistance Access* service ordered apply. In addition, a charge equal to any unrecoverable capital costs incurred by the Company will apply to the IC. (C)

#### E9.4.5 Changes to Special Orders

When an IC 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 apply for the automated *BellSouth Directory Assistance Access* service changed. In addition, a charge equal to any other costs incurred by the Company because of the change will apply. (C)

#### E9.4.6 Moves

A move involves a change in the physical location of the point of termination at the IC terminal location or the IC terminal location. 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 IC will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service. (T)

#### E9.4.7 Directory Assistance service Rearrangements

Nonrecurring charges apply for service rearrangements 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)

### 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 E9.5.3, applies for each call to the *BellSouth Directory Assistance Access* service location. 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)
- 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 E9.5.3. (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 (C)
  - *BellSouth* Directory Assistance *Access* Interconnection

## E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

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

#### E9.5.2 Rates and Charges (Cont'd)

- A. Rates and charges are on a per unit basis. (Cont'd)  
 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 IC's premises and the automated BellSouth Directory Assistance Access location. These rate elements are defined in Section E9.2.2.B.3. (C)
  - 2. Automated BellSouth Directory Assistance Access Service Call (C)  
 The automated BellSouth Directory Assistance Access service Call rate category provides for the use of the Company automated BellSouth Directory Assistance Access and automated BellSouth Directory Assistance Access equipment. (C)
  - 3. BellSouth Directory Assistance Access Interconnection (C)  
 The automated BellSouth Directory Assistance Access Interconnection rate category provides for switching capability and network functions not assigned to other automated BellSouth Directory Assistance Access service rate categories. (C)  
 This charge is assessed to all ICs and is applied on a per automated BellSouth Directory Assistance Access call basis. (C)
- B. Nonrecurring charges will apply for the installation of Directory Transport facilities features, or service arrangements, as defined in Section E9.2.2.B.3. (T)

#### E9.5.3 Rates and Charges

- A. Rates and charges (C)
  - 1. Automated BellSouth Directory Assistance Access Service Call (C)
 

	Rate	USOC
(a) Each	\$ .25	NA
  - 2. Directory Transport
    - (a) Switched Local Channel<sup>1</sup> - NA
    - (b) BellSouth SWA Dedicated Transport<sup>1</sup> - NA
    - (c) BellSouth SWA Common Transport per BellSouth Directory Assistance Access Service Call<sup>3</sup> .000120 NA
    - (d) BellSouth SWA Common Transport per BellSouth Directory Assistance Access Service Call Mile<sup>3</sup> .000013 NA
    - (e) Access Tandem Switching per BellSouth Directory Assistance Access service Call .000247 NA
    - (f) BellSouth Directory Assistance Access Interconnection per BellSouth Directory Assistance Access Service Call .000000 NA
    - (g) DS3 to DS1 Multiplexer per DA Access Service Call .000129 NA
    - (h) Installation<sup>2</sup> - NA

### E9.6 Reserved for Future Use

### E9.7 Reserved for Future Use

- Note 1:** Nonrecurring and monthly rates are as specified for BellSouth SWA Transport in E6.8.2 of this Tariff.
- Note 2:** Nonrecurring rates are as specified for BellSouth SWA Transport in E6.8.2 of this Tariff.
- Note 3:** These charges also apply to the BellSouth SWA Common Transport IP Option.