

TARIFF DISTRIBUTION

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PURPOSE: Update guidebook references to certain directory services (i.e. telephone directories, directory listings, etc).

<u>TARIFF SECTION</u>	<u>PAGE NUMBER</u>	<u>PAGE REVISION</u>
G001	4	0001
G001	7.1	0001
G001	10	0001
G002	2	0001
G002	5	0003
G002	6	0003
G002	7	0002
G003	24	0013
G006	1	0001
G006	1.1	0001
G006	2	0001
G006	3	0011
G006	4	0002
G006	4.1	0009
G006	4.2	0001
G006	5	0001
G006	5.1	0001
G006	6	0001
G006	7	0001
G006	8	0001
G006	9	0001
G006	10	0001
G007	5.1	0002
G007	6.0.1	0002
G012	1.0.1	0001
G012	1.2	0004
G012	42	0001
G012	60	0003
G013	23	0010
G018	1	0011

G023	7.4	0001
G024	3	0001
G038	1	0003
G103	1	0001
G103	17.0.0.1	0008
G106	1	0001
G112	31	0001
G112	268.61	0001
G106 Cont. (pg)	1	0001
G2 Cont. (pg)	2	0002
G6 Cont. (pg)	1	0001
G6 Cont. (pg)	2	0001
G Book Cont (pg)	1	0001
G Book Cont (pg)	2	0001
G Subj. Indx (pg)	19	0002

A1. DEFINITION OF TERMS

DATA ACCESS ARRANGEMENT

A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in Section A15. (T)

DEMARICATION POINT

The demarcation point is the point where the Company's facilities end and the customer's premises wiring begins. (T)

DIRECT ELECTRICAL CONNECTION

The term "Direct Electrical Connection" denotes a physical connection of the electrical conductors in the communications path.

DIRECTORY ASSISTANCE CALL COMPLETION (DACC)

DACC is a service which provides customers who dial Directory Assistance from a touch-tone telephone the option of having the requested local or toll intraLATA intraNPA telephone number automatically dialed and the call completed by the automated Directory Assistance System. DACC is available to customers with touch-tone telephone lines.

DIRECTORY ASSISTANCE/DIRECTORY ASSISTANCE CALL COMPLETION (DA/DACC)

Directory Assistance/Directory Assistance Call Completion (DA/DACC) is a service which provides the customer a local exchange subscriber telephone number and call completion to the number provided. This service is for use by Mobile Service Providers (MSPs) and is provisioned via a dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Switching Office (MTSO) and the Company location where DA/DACC is provided.

(DELETED)

(D)

(DELETED)

(D)

(DELETED)

(D)

DISCONNECTION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of regulations by the subscriber, for a permanent interruption of telephone service. Once effected, telephone equipment would be removed from the subscriber's premises and a "final" bill would be rendered showing monies owed to the Company the date service was disconnected. (T)

DISKETTE ANALYZER BILL (DAB*) SERVICE

Provides monthly telephone bills on floppy diskettes. Allows customers to sort and summarize bill detail based upon criteria of their choosing.

A1. DEFINITION OF TERMS

LIFELINE

A low income assistance program, available to qualified residential subscribers, which reduces monthly charges for local service through credits supported by universal service funding.

LINE

See "Exchange Access Line"

LINE CONCENTRATOR

An item of registered terminal equipment which enables two or more PSP instruments to obtain access, through manual or automatic switching, to the same PSP trunk but denies connection to the same trunk at the same time. Such equipment may be used only in confinement facilities and only with the express written consent of the administration of the confinement facility.

(DELETED)

(D)

LISTING

A listing consists of a name, address, and telephone number of a listed residential or business customer. (N)

- a. Caption Listing: The listing of a subscriber's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business. (N)
- b. Cross Reference Listing: The listing of a generally accepted name of a subscriber followed by a reference to another listing. (N)
- c. Dual Name Listing: A listing consisting of a combination of names and/or initials of two persons who share the same surname and reside at the same address or of one person known by two sets of first and/or middle names and/or initials. (N)
- d. Foreign Exchange Listing: The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange from which the subscriber is served. (N)
- e. Indented Listing: Indented listings are used where a subscriber has more than one listing for service under the same name at one or more locations. (N)
- f. Directory Name: The customer name information as reflected in the "Directory" section of the customer service record. (N)
- g. Directory Number: The customer number information as reflected in the "Directory" section of the customer service record. (N)

LISTING INFORMATION SYSTEM

(N)

A database that contains the listed names, addresses, and telephone numbers of AT&T residential and business customers and, where available, listings of residential and business customers served by other local providers. (N)

LOCAL ACCESS AND TRANSPORT AREA

A geographic area established for the administration of communication service. It encompasses designated exchanges which are grouped to serve common social, economic and other purposes.

LOCAL CALLING AREA

See "Local Service Area"

A1. DEFINITION OF TERMS

NETWORK INTERFACE

The Network Interface is a standard Registration Program jack or equivalent provided by the Company as a part of exchange access, WATS, or Private Line services for the connection of customer inside wire and/or equipment to the telephone network. The Network Interface will be located at the demarcation point. No discrete charge is appropriate for miniature modular jacks used as a Network Interface. When any Network Interface other than a miniature modular type is used, the current charge for such Network Interface will apply.

NON-LISTED TELEPHONE NUMBER

A telephone number associated with exchange service which at the request of the subscriber *will be listed in the Directory Assistance* records available to the general public *but excluded from other listing services.* (C)

NON-PUBLISHED TELEPHONE NUMBER

A telephone number associated with exchange service which at the request of the subscriber has the listing omitted from the *Company's Listing Information System and* is not shown on records available to the general public. (C)

ONE-WAY SIGNALING SERVICE

A domestic public land mobile radio service offered by Common Carriers that permits one-way signaling of mobile paging receivers with or without one-way voice communications.

OUTGOING ONLY SERVICE

Outgoing Only Service provides outgoing only access to the network for residence and business customers desiring to have a line that cannot receive calls.

PAYPHONE SERVICE PROVIDER

The subscriber to a PSP access line or PSP trunk who offers telephone service to the public by means of a coin, coinless, or key-operated PSP instrument.

PAYPHONE SERVICE PROVIDER ACCESS LINE

The exchange access facility furnished by the access line provider which is used to connect PSP instruments to the network when a line concentrator is not utilized.

PAYPHONE SERVICE PROVIDER INSTRUMENT

A coin, coinless, or key-operated telephone or facsimile device, other than a voiceless-facsimile device, capable of originating and receiving voice telephone calls.

PAYPHONE SERVICE PROVIDER TRUNK

The exchange access facility furnished by the access line provider which is required in lieu of a PSP access line when the PSP utilizes a line concentrator between the PSP instrument and the exchange network as allowed in confinement facilities.

PAY TELEPHONE SERVICE

The provision of coin, coinless, or key-operated telephone service utilizing a PSP instrument.

PERSON-TO-PERSON CALL

See "Long Distance Message Telecommunications Service"

PORTABLE TELEPHONE

A telephone instrument equipped with a plug-ended cord for use with a jack terminated circuit.

PREMISES (SAME)

The term "same premises" (except in connection with inside moves) shall be interpreted to mean: (1) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others; (2) the portion of the building occupied by the subscriber, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others; or (3) the continuous property operated as a single farm whether or not intersected by a public road.

PRIMARY CLASS OF SERVICE

Any of those classes of exchange service which the Company undertakes to furnish at a rate common to all applicants for the same class.

PRIVATE TELEPHONE NUMBER

A telephone number associated with exchange service which at the request of the subscriber has the listing omitted from the *Company's Listing Information System* and is not shown on records available to the general public. (C)

A2. GENERAL REGULATIONS

CONTENTS

A2.3 Establishment and Furnishing of Service (Cont'd)

A2.3.10	Provision and Ownership of Equipment and Facilities	7	
A2.3.11	(DELETED)	7	(D)
A2.3.12	Provision and Ownership of Telephone Numbers	8	
A2.3.13	Maintenance and Repairs	8	
A2.3.14	Company Facilities at Hazardous or Inaccessible Locations	8	
A2.3.15	Work Performed Outside Regular Working Hours - Other Special Requests	8	
A2.3.16	Suspension of Business and Residence Service	8	
A2.3.17	Termination of Service	9	
A2.3.18	Ringer Limitations	9.1	
A2.3.19	Service for Civil Defense Authorities	9.1	
A2.3.20	Residence Service for Company Employees	10	
A2.3.21	Connection with Miscellaneous Common Carriers	10	
A2.3.22	Application of Rates for Extension Service	11	

A2.4 Payment Arrangements and Credit Allowances

A2.4.1	Advance Payments	11	
A2.4.2	Deposits	11	
A2.4.3	Payment for Service	16	
A2.4.4	Allowance for Outages	16.0.2	
A2.4.5	Provision for Certain Local Taxes and Fees	16.1	
A2.4.6	Reserved for Future Use	16.1	
A2.4.7	Reserved for Future Use	16.1	
A2.4.8	Reserved for Future Use	16.1	
A2.4.9	Reserved for Future Use	16.1	
A2.4.10	Payment Plans and Options for Contract Services	16.1	
A2.4.11	Economic Waiver Exception to Termination Liability for Business Customers	16.5	

A2. GENERAL REGULATIONS

A2.2 Limitations and Use of Service (Cont'd)

A2.2.5 Broadcast of Recordings of Telephone Conversations

The broadcasting of a recording of a telephone conversation during the period of recording is permissible provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with subscriber-provided voice recording equipment as specified in this *Guidebook*. (T)

A2.2.6 Recorded Public Announcements

- A. Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder-coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:
1. For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided, unless the address of the organization or individual named in the announcement is shown in the *current Listing Information System*. (C)
 2. Subscribers transmitting factual public announcements such as Time, Stock Market quotations, Airline schedules and similar information are excluded from this requirement.
 3. Private telephone numbers will not be furnished for use with recorded public announcements.
 4. Failure to comply with the provisions of this tariff shall be cause for termination of the service.

A2.2.7 Limited Communication

The Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by emergency conditions.

A2.2.8 Transmitting Messages

The Company will not transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company.

A2.2.9 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for an unlawful purpose. The Company will discontinue service or refuse to furnish service when it has reasonable grounds to believe that such service is being used or will be used in violation of the law. Reasonable grounds may include, but are not limited to, an order from a court of competent jurisdiction in which the court finds that the service is being used or will be used in violation of the law and service should be interrupted.

A2.2.10 Cancellation of Service for Cause

- A. The Company may suspend service or terminate the subscriber's service without suspension or, following a suspension of service, disconnect the service and remove any of its equipment from the subscriber's premises upon: (T)
1. Abandonment of the service.
 2. Failure of a subscriber to make suitable deposit. (T)
 3. Impersonation of another with fraudulent intent.
 4. Listening in on party line conversations.

A2. GENERAL REGULATIONS

A2.3 Establishment and Furnishing of Service (Cont'd)

A2.3.5 Application for Service (Cont'd)

- F.** When a subscriber requests a change in location of all or part of the facilities covered by his application for service or requests for additions, rearrangements or modifications of his existing service and equipment prior to completion of the work involved, he is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.
- G.** Under certain circumstances, funds provided under the American Recovery and Reinvestment Act of 2009 ("ARRA") may be subject to certain restrictions, requirements and reporting obligations. The Company may be subject to some of these restrictions, requirements and reporting obligations when services and service components are purchased with ARRA funds. In order to comply with the restrictions, requirements and reporting obligations associated with the use of ARRA funds (if any), the Company must be apprised of them before provisioning the services or service components. Accordingly, the services and service components provided under this Guidebook shall not be used to support the performance of any portion of a project or program which has been funded in whole or in part with grants, loans or payments made pursuant to the ARRA, without the prior written agreement of the Company and Customer regarding any specifically applicable terms, conditions and requirements. Customer shall provide the Company with prior written notice before placing any order that may be funded in whole or in part with ARRA funds. If Customer fails to provide such prior written notice of ARRA funding; or if the parties cannot agree on the terms and conditions (if any) applicable to an ARRA funded order; or if any terms, conditions or requirements (other than those to which the Company specifically agrees in such separate writing) are found to be applicable, then the Company may, in its sole discretion, reject such order or immediately terminate the provision of any affected service or service component without further liability or obligation.

A2.3.6 Application of Rates for Business and Residence Service

- A.** In general, business rates apply at business locations and residence rates apply at residence locations as described in B. and C. following or as specified in A2.3.6.C.9 following.
- B.** Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature or where the listing required is such as to indicate business use except as specified in A2.3.6.C.9 following. Business rates apply for:
1. Offices, stores, factories, mines and all other places of a strictly business nature.
 2. Boarding houses, offices of hotels and apartment houses, colleges, quarters occupied by clubs and fraternal societies, public, private or parochial schools, hospitals, nursing homes, libraries and other institutions and churches. For the purpose of this Guidebook, a boarding house is defined as a structure where rooms are rented or boarders taken.
 3. Residence locations, where an extension of the exchange access line is located in any place, which is not the subscriber's private residence, where business rates would apply under the provisions of this Guidebook.
 4. Service terminating solely on the secretarial facilities of a telephone answering bureau.
 5. Any location where a business designation is provided or when any title indicating a trade or profession is listed in the Company's *Listing Information System*, except as modified under A2.3.6.C.3. (C)
 6. Resort type rental property where the owner or agent acting on behalf of the owner extends basic local exchange service to temporary occupants. Mandatory Business Measured or Message Rate Service applies when available.
 7. Service listed in the business section of the *Company's Listing Information System*. (C)
 8. WatsSaver service which is consolidated from separate locations and may include residential intrastate intraLATA toll usage.
- C.** Residence rates apply for:
1. Private residences on service not employing business listings.
 2. Subscribers residing in private apartments in hotels, clubs, hospitals, and boarding houses who request their own individual residential service when business listings are not employed.
 3. The place of residence of a clergyman, physician, registered or practical nurse, dentist, veterinary surgeon or other medical practitioner or Christian Science practitioner, provided no business designation is employed in the Company's *Listing Information System*. Titles such as "Dr.", "Rev.", "Judge", "Professor" are not considered business designations. (C)
 4. Carport or garage when strictly a part of the subscriber's private residential establishment.

A2. GENERAL REGULATIONS

A2.3 Establishment and Furnishing of Service (Cont'd)

A2.3.6 Application of Rates for Business and Residence Service (Cont'd)

C. (Cont'd)

5. Subscribers residing in college sorority or fraternity houses who order their own individual residence service for their rooms.
6. Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.
7. Lines which are terminated in facilities or equipment of an amateur radio licensee and used for control of amateur radio communications repeaters and for no purpose which would otherwise cause the service to be classified as business.
8. Family Care Homes
A family care home is defined as a home with support and supervisory personnel that provides room and board, personal care and habilitation services in a family environment for not more than six resident handicapped persons
9. Individual lines which terminate at a private residence location for residence subscribers desiring to conduct business from their home where a business listing is not employed in the Company's *Listing Information System*. For this application, the subscriber may have up to ten (10) residence service lines for each account with a limit of three (3) of those lines for rotary (hunting) service. (C)

- D.** If the telephone number of the existing service does not appear in the business section of the *Company's Listing Information System*, the business telephone number may be continued for the residence service. If the business telephone number does appear in the business section of the *Company's Listing Information System*, the telephone number must be changed and reference of calls will not be provided. Service charges, which apply for such changes, will apply as specified in Section A4. (C)

- E.** Changes from residence to business service may be made without change in telephone number, if the subscriber so desires. Service charges, which apply for such changes, are quoted in Section A4.

A2.3.7 Transfer of Service Between Subscribers

- A.** Service previously furnished one subscriber may be assumed by a new subscriber upon due notice of cancellation, or in the case of abandonment, provided there is no lapse in the rendition of service. Such transfers are subject to Service Charges and may be arranged for in either of two ways: (T)
1. If the new subscriber, fully understanding the regulations governing the service and the status of the account, willingly assumes all obligations thereunder. Future bills are then rendered to him without an adjustment to or from any particular date, with the Company arranging for the requested change in billing and listing.
 2. If the new subscriber does not wish to assume payment of the old account, a new service application is taken and an adjustment in billing is made to and from the date the transfer is effective.
- B.** Under either method of transfer the reassignment of the old telephone number to the service of the new party is arranged for only after the former subscriber has given his consent to its use, and then only when, in the judgment of the Company, there exists no relationship, business or otherwise, between the old and new subscribers, and when in the judgment of the Company a change in the telephone number is not required.

A2. GENERAL REGULATIONS

A2.3 Establishment and Furnishing of Service (Cont'd)

A2.3.7 Transfer of Service Between Subscribers (Cont'd)

- C. When a relationship does exist, business or otherwise, between the old and new subscribers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgment of the Company a change in the telephone number is not required.
- D. A Service Charge does not apply when transferring the service to the remaining spouse in the event of divorce or death of the subscriber.

A2.3.8 Initial Service Periods

- A. Unless otherwise specified, the initial service period for all services offered in this *Guidebook* is one month commencing with the date of installation of the service. (T)
- B. The initial service period for Enterprise Service (Special Reversed Charge Toll) is two months.
- C. The initial service period for automatic answering or automatic answering and recording machines furnished by the Company is three months.
- D. For all other services furnished with initial service periods exceeding one month, the applicable initial service period is the number of months indicated by note references and text for items listed in that section of this *Guidebook* containing the service offered. (T)
- E. The initial service period relates to each applicable unit of service, either on the initial or subsequent installations.

A2.3.9 Floor Space and Electric Power at the Subscriber's Premises

- A. The subscriber is responsible for the provision and maintenance, at his expense, of all suitable space and floor arrangements, including but not limited to adequate lighting and temperature control, required on his premises for communication facilities provided by the Company in connection with services furnished to the subscriber by the Company. Any power outlets required for the operation of such facilities shall be provided by, and at the expense of, the subscriber. (T)
- B. When loop electronics equipment is deployed at the Company's discretion, the commercial power required for its operation shall be provided by, and at the expense of, the Company.

A2.3.10 Provision and Ownership of Equipment and Facilities

- A. Equipment and facilities furnished by the Company on the premises of a subscriber or authorized user of the Company are the property of the Company and are provided upon the condition that such equipment and facilities, except as expressly provided in this *Guidebook*, must be installed, relocated and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and facilities on the subscriber's premises, or to remove such equipment and facilities which are no longer necessary for the provision of service. (T)
- B. Subscribers may not disconnect or remove or permit others to disconnect or remove any apparatus installed by the Company, except as expressly provided in this *Guidebook* or upon the written consent of the Company. (T)
- C. Equipment and facilities furnished by the Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof expected. (D)

A2.3.11 (DELETED)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Directory Assistance Service

A3.8.1 General

- A. The Company furnishes directory assistance service for the purpose of aiding subscribers in obtaining telephone numbers.
- B. When a party in North Carolina requests assistance in obtaining telephone numbers of subscribers who are located within the same local calling area or expanded local calling area¹ as the number the party is calling from, the charges set forth following apply.¹

A3.8.2 Rates and Charges

- A. A charge is applicable for each inquiry for directory assistance except as noted below; each number requested constitutes an inquiry except that the first two numbers requested on any one call constitutes only one inquiry.
 Directory Assistance Service - request of a telephone number - (maximum of three requested telephone numbers per call)

1. Within the Company's local or expanded local calling area for the originating line

(a) Per Call	Rate	USOC
	\$2.29	NA

- B. Charges for directory assistance may be billed to the originating number or a third number.
- C. No operator assisted surcharge will apply in addition to the applicable directory assistance charges.
- D. No charge applies for the first call requesting telephone numbers for lines located within the Company's local calling area for the originating line, per month per telephone line or PBX trunk, or for the first call per month per Centrex Type Services main station. The allowance applies only to calls placed by dialing the designated digits for local directory assistance. No allowance is applicable for calls alternately billed to a third number.
- E. Local Directory Assistance charges are not applicable to calls which request telephone numbers of lines located within the Company's local or expanded local calling area and HNPA for the originating line and originate from lines provided for subscribers or primary users who have applied for and received Company certification due to a visual or physical disability which can be confirmed by a physician, appropriate group, or agency. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the disabled individual from their line or lines, or in the case of a business employing disabled person(s), from the line assigned to that disabled individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified annually. Confirmed, inappropriate use of the exemption could result in its removal. (C)
- F. Exchanges where charges for inquiries to directory assistance temporarily are not applicable to any subscribers due to lack of facilities are specified below:
 - Liberty (Cherokee County)
 - Waterville

Note 1: Local calling areas are specified in A3.5.

A6. LISTINGS

(T)

CONTENTS

A6.1	Regulations Applicable to Listings	1	(T)
A6.1.1	General	1	
A6.2	Business Listing	2	
A6.2.1	General	2	
A6.2.2	Business Designation	2	
A6.2.3	Trade Name	2	
A6.3	Residence Listing	3	
A6.3.1	General	3	
A6.3.2	Reserved for Future Use	3	
A6.3.3	Reserved for Future Use	3	
A6.4	Non-Published (Private) Number	3	
A6.4.1	General	3	
A6.4.2	Rate Application	3	
A6.4.3	Exceptions	4	
A6.5	Non-Listed (Semiprivate) Number	4	
A6.5.1	General	4	
A6.5.2	Rate Application	4.1	
A6.5.3	Exceptions	4.1	
A6.6	Additional Listing	4.1	
A6.6.1	General	4.1	
A6.6.2	Business Additional Listing	4.2	
A6.6.3	Residence Additional Listing	5	

A6. LISTINGS

(T)

CONTENTS

A6.7	Miscellaneous Listing	5	
	A6.7.1 Reserved for Future Use	5	
	A6.7.2 Alternate Listing	5	
	A6.7.3 Caption Listing	5	
	A6.7.4 Cellular Carrier Listing	5.1	
	A6.7.5 Reserved for Future Use	5.1	
	A6.7.6 Cross Reference Listing	6	
	A6.7.7 Dual Name Listing	6	
	A6.7.8 Emergency Service Listing (E911 and 911)	7	
	A6.7.9 Reserved for Future Use	7	
	A6.7.10 Foreign Listing	7	
	A6.7.11 Indented Listing	8	
	A6.7.12 Mobile Telephone Service Listing	8	
	A6.7.13 Reserved for Future Use	8	
	A6.7.14 Access Line Service For Payphone Service Provider Telephone Listing	8	
	A6.7.15 Retirement Center Listing	8	
	A6.7.16 RingMaster Service Listing	8	(T)
	A6.7.17 Sharing and Resale of Telephone Services Listing	8	
	A6.7.18 Special Text Listing (Business)	9	
	A6.7.19 Reserved for Future Use	9	
	A6.7.20 Reserved for Future Use	9	
	A6.7.21 Reserved for Future Use	9	
	A6.7.22 Titles and Suffixes	9	
	A6.7.23 <i>Reserved for Future Use</i>	9	(T)
	A6.7.24 Reserved for Future Use	9	

A6. LISTINGS

(T)

A6.1 Regulations Applicable To Directory Listings

A6.1.1 General

- A. The rates and regulations specified herein for listings apply only to the alphabetical section of the *Listing Information System*. Listings are intended solely for the purpose of identifying subscriber's telephone numbers and as an aid to the use of telephone service. (C)
- B. The listings of subscribers either without charge or at the rate specified herein for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as a result of the *inclusion* of such listings. (C)
- C. Listings must conform to the Company's specifications with respect to its *Listing Information System*. The Company reserves the right to reject listings when, in its sole judgment, such listings would violate the integrity of company records and its *Listing Information System*, confuse individuals *searching for listings*, are intended for advertising purposes, or when the customer cannot provide satisfactory evidence *of authorization* to do business as requested. (C)
- D. The Company reserves the right to limit the length of any listing to one line in the *Listing Information System* by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the subscriber is not impaired thereby. (C)
- E. Except as hereinafter provided only one listing is furnished without extra charge for each individual line service, PBX system, ESSX service, Digital ESSX service, or Centrex system; where a number of main services are provided on a rotary basis they are considered as one service. MultiServ service, MultiServ PLUS service, and BellSouth Centrex service listings are provided as specified in K. following. RingMaster service subscribers will be furnished one listing or semi-private listing without charge for every RingMaster service number. RingMaster service listings must be either business or residence as identified by the class of service. BellSouth Primary Rate ISDN subscribers will be provided a listing for each B-Channel at no charge. If additional listings are required to properly identify the subscriber, such additional listings may be provided without charge to the extent that the number of listings allowed does not exceed the number of individual lines, the number of trunk lines in a PBX system, the number of exchange access trunks (with incoming call capability) in Centrex Type Services or the number of Network Access Register (NAR) Packages in an ESSX service or Digital ESSX service System. Listings showing the appropriate Centrex, ESSX service or Digital ESSX service station number may be furnished indented under the main listing or additional listings. Such listings may be specific departments, locations or titles of key personnel, but may not be names of individuals. (T)
- F. Additional listings on rotary numbers usually bear the call number of the first line of the rotary group but, at the subscriber's request, they may bear any one of the rotary numbers.
- G. Generally, the listed address is the location of the subscriber's place of business or residence, including the appropriate zip code. At the subscriber's request a partial address may be shown. An address may be:
- a number(s) and/or letter(s) followed by the name of a street, a building, when a clear distinction is made between the name of the building and the name of the thoroughfare, a shopping center/mall, apartment complex, industrial park, or similar facility
 - a name of a street, building, shopping center/mall, apartment complex, industrial park, or similar facility
 - any one of the above followed by a community and/or state name
 - a community name only
 - omitted at the subscriber's request
- The listed address may not include P.O. Box or use of the word or abbreviation of suite, floor, or apartment before numbers used in the identification.
- An address other than the address where the service is located may be listed provided the subscriber has a comparable class of service at the address requested and arrangements have been made for calls to that number to be answered.
- Only the customer name and telephone number shall be *included* in a listing for a Family Violence Shelter. *The Company* shall not *include* an address as part of the listing nor will it be available from directory assistance for a Family Violence Shelter. (C)

A6. LISTINGS (T)

A6.1 Regulations Applicable To Listings (Cont'd) (T)

A6.1.1 General (Cont'd)

- H. Liability of the Company due to directory errors and omissions is as specified in Section A2. (T)
- I. A Secondary Service Charge, as specified in Section A4., applies when an order is issued solely to add or change a listing. (T)
- J. Listings can be suspended as specified in A2.3.16. However, the suspension rate shall be 50 percent of the regularly charged rate. (T)
- K. One listing is furnished without charge for each main station line associated with MultiServ service and for each Network Access Register associated with MultiServ PLUS service and BellSouth Centrex service. (T)

A6. LISTINGS (T)

A6.3 Residence Listing

A6.3.1 General

Generally, a residence listing consists of a surname, given name, or dual name and/or initials, the address, and the number. When a single name listing is requested by the subscriber, the Company may require satisfactory evidence as to the validity of the requested name. The main listing is ordinarily the name of the individual who subscribes for the service, but the listing may be in the name of a second party residing at the address where service is provided if so designated by the subscriber.

A6.3.2 Reserved for Future Use

A6.3.3 Reserved for Future Use

A6.4 Non-Published (Private) Number

A6.4.1 General

- A. A non-published number is not listed in either the alphabetical section of the Company's *Listing Information System* or directory assistance records and will not be furnished upon request of a calling party. (C)
 However, when a call is placed from a number associated with a non-published listing, the number may be disclosed, subject to technical limitations, if the called party has the necessary equipment for receiving and/or disclosing incoming numbers and/or names. The calling number and/or name will not be disclosed if the calling party blocks delivery via per-call blocking or if the calling line is equipped with per-line blocking.
- B. An incoming call to a subscriber with a non-published number will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a non-published number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from *including* a non-published number in the *Listing Information System* or disclosing said number to any person shall attach to the Company. Where a non-published number is *included* in the *Listing Information System*, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. Under these conditions the Company will, at the subscriber's request, change the number at no charge to the subscriber. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published number or the disclosing of said listing information to any person. (C)
- D. The number, name and address of the calling party may be displayed at a Public Safety Answering Point (PSAP) located on the premises of a customer subscribing to 911 Service, on a call-by-call basis only, for the purpose of responding to emergency calls from non-published numbers. The subscriber forfeits his right to privacy upon making a call to 911.
- E. For accounting purposes, the number, name, and address of a subscriber with a non-published number may be provided to the Long Distance Carrier(s) who furnishes the subscriber long distance message telecommunications service. Under no circumstance may this information be used by the Long Distance Carrier(s) for marketing purposes.
- F. Upon request, the Company may provide billing name and address information associated with a non-published number to interexchange carriers, unless the subscriber requests that the Company restrict this information from being released.
- G. The Company may provide number, name and address of a subscriber with a Non-Published number to the public safety agency certified, authorized and responsible for providing emergency notification services in the local city, county or municipality where the subscriber line associated with such number is located, pursuant to that agency's request under Emergency Service Provider Data Service (ESPDS) detailed in A38.4.

A6.4.2 Rate Application

- A. Non-published number

	Monthly Rate	USOC
1. Residence		
(a) Each	\$5.50	NPU
2. Business		
(b) Each	5.50	NPU

A6. LISTINGS

(T)

A6.4 Non-Published (Private) Number (Cont'd)

A6.4.3 Exceptions

- A. Non-published number
 - 1. Where charge does not apply

	Monthly Rate \$-	USOC NP3
(a) Each		
- Service used primarily by a certified hearing/speech impaired person		
- Additional service furnished to the same subscriber who has other service listed in the same name at the same address.		(C)
- Additional service furnished to the same subscriber who has service listed in the same name at a different address provided the listed service is in the same local exchange.		(C)
- Service to a subscriber living in a hotel, hospital, retirement complex, or club if the subscriber is listed under the telephone number of the PBX, or Centrex Type Services furnished to such establishments.		
- Access Line Service For Payphone Service Provider Telephones		
- Temporary Service		
- Enterprise service (special reversed charge toll service)		
- Foreign exchange service where the subscriber is also furnished local exchange service		

A6.5 Non-Listed (Semiprivate) Number

A6.5.1 General

- A. A non-listed number *will be listed in the Directory Assistance records available to the general public but excluded from other listing services.* (C)
 Further, when a call is placed from a telephone number associated with a Non-Listed Number, the number may be disclosed, subject to technical limitations, if the called party has the necessary equipment for receiving and/or disclosing incoming telephone numbers and/or names. The calling number and/or name will not be disclosed if the calling party blocks delivery via per-call blocking or if the calling line is equipped with per-line blocking.
- B. The acceptance by the Company of the subscriber's request to furnish a non-listed number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from *including* a non-listed telephone number in the *Listing Information System* shall attach to the Company. Where such a number is *included* in the *Listing Information System*, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-listed number. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the *inclusion* of a non-listed number *in the Listing Information System.* (C)
- D. The telephone number, name and address of the calling party may be displayed at a Public Safety Answering Point (PSAP), located on the premises of a customer subscribing to 911 Service on a call-by-call basis only for the purpose of responding to emergency calls from a non-listed number.
- E. For accounting purposes, the telephone number, name, and address of a subscriber with a non-listed number may be provided to the Long Distance Carrier(s) who furnishes the subscriber long distance message telecommunications service. Under no circumstance may this information be used by the Long Distance Carrier(s) for marketing purposes.

A6. LISTINGS

(T)

A6.5 Non-Listed (Semiprivate) Number (Cont'd)

A6.5.1 General (Cont'd)

- F. Upon request, the Company may provide billing name and address information associated with a non-listed number to interexchange carriers or certain other providers of telecommunications services, unless the subscriber requests that the Company restrict this information from being released.
- G. The Company may provide number, name and address of a subscriber with a Non-Listed number to the public safety agency certified, authorized and responsible for providing emergency notification services in the local city, county or municipality where the subscriber line associated with such number is located, pursuant to that agency's request under Emergency Service Provider Data Service (ESPDS) detailed in A38.4.

A6.5.2 Rate Application

- A. Non-listed number
 - 1. Where charge applies

	Monthly Rate	USOC
(a) Each – Business	\$3.50	NLT
(b) Each – Residence	3.50	NLT

A6.5.3 Exceptions

- A. Non-listed number
 - 1. Where charge does not apply
 - (a) Each - **NLE**
 - RingMaster service number
 - Temporary service
 - Service used primarily by a certified hearing/speech impaired person
 - Additional service furnished to the same subscriber who has other service listed in the same name at the same address. (C)
 - Additional service furnished to the same subscriber who has service listed in the same name at a different address provided the listed service is in the same local exchange. (C)
 - Service to a subscriber living in a hotel, hospital, retirement complex, house or club if the subscriber is listed under the telephone number of the PBX, or Centrex Type Services furnished to such establishments.
 - Access Line Service For Payphone Service Providers
 - Enterprise service (special reversed charge toll service)
 - Foreign exchange service where the subscriber is also furnished local exchange service

A6.6 Additional Listing

A6.6.1 General

- A. The subscriber to the service assumes responsibility for all charges for additional listings associated with his service. Listing charges date from the day the directory assistance records are posted *in the Listing Information System*. (C)
- B. Listing charges are automatically discontinued upon termination of the service or upon the removal of the listing.

A6. LISTINGS

(T)

A6.6 Additional Listing (Cont'd)

A6.6.2 Business Additional Listing

A. A business additional listing may be furnished in the names of partners or members of the firm if the subscriber or joint user is a partnership or firm, the names of officers of the corporation where the subscriber or joint user is a corporation and the names of associates or employees of the subscriber or joint user for any establishment. Business additional listings may also be the bona fide names of individuals, firms or corporations which the subscriber or joint user owns or controls, or is duly authorized to and actually does represent. Listings other than those indicated above are furnished subject to the rates and regulations specified for "Joint User Service."

B. Rate Application

1. Business

	Monthly	USOC
	Rate	
(a) each	\$1.15	CLT
(b) Toll Free Dialing Service, each	1.15	SZS

A6. LISTINGS

(T)

A6.6.3 Residence Additional Listing

- A. A residence additional listing may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment.
- B. Rate Application
 - 1. Residence

(a) each	Monthly Rate \$.80	USOC RLT
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A6.7 Miscellaneous Listing

A6.7.1 Reserved for Future Use

A6.7.2 Alternate Listing

- A. An alternate listing may be provided to the subscriber for the purpose of directing calling parties to other telephone numbers subject to the following conditions:
 - 1. Names of individuals are not permitted in listings of this type.
 - 2. Telephone numbers may be shown of those entitled to use the service and who are agreeable to the use of their numbers in such alternate listings.
 - 3. Listings of this type may indicate the telephone numbers of members of the immediate family of the subscriber desiring the alternate listing.
 - 4. Listings indented under special text listings are considered alternate listings.
 - 5. Text may not exceed one line

Examples:

 - Nights, Sundays, and Holidays
 - If No Answer
 - If Extension Is Not Known

B. Rate Application

- 1. Business

(a) each

- 2. Residence

(a) each

Monthly Rate \$1.15	USOC FNA
1.15	NAB

A6.7.3 Caption Listing

- A. A listing may be indented under a caption or subcaption at no additional charge for the caption arrangement when in the judgment of the Company the caption will facilitate the use of the service. The caption must be an essential part of the indented listing which follows and may include names of departments, branches of the business or titles of officials.

A6. LISTINGS

(T)

A6.7 Miscellaneous Listing (Cont'd)**A6.7.3 Caption Listing (Cont'd)****A.** (Cont'd)

For Example:

Standard Oil Co

Main Ofc Fultn Nat Bk Bl

523-5011

City Mgr 1080 Bankhd Av NW

876-2651

- B.** Listings that are variations of the same general line of business, or which in the judgment of the Company appear to advertise the extent of the subscriber's business, are not permitted in listings to be indented under a caption.

A6.7.4 Cellular Carrier Listing

A Cellular Mobile Carrier (CMC) may obtain listings for their client(s) at no charge.

A6.7.5 Reserved for Future Use

A6. LISTINGS (T)

A6.7 Miscellaneous Listing (Cont'd)

A6.7.6 Cross Reference Listing

A. A cross reference listing may be furnished when it is necessary to refer the user to another listing. (T)

Examples:

Long Lumber Co	See South Lumber Co
Regis Gary	See Regas Gary

B. Rate Application

1. Business

(a) each

Monthly

Rate

USOC

\$1.15

LLT

2. Residence

(a) each

.80

LRT

A6.7.7 Dual Name Listing

A. A dual name listing may be furnished to:

- an individual subscribing to business service when it is a personal name listing and the person is also known by a nickname
- two individuals subscribing to residence service having the same surname and address, or an individual known by more than one name

Examples:

Smith J H (Johnny) CPA 123 Main	123-4567
O'Neal John & Mary 200 Elm St	423-1012
Morris George Mrs (Joan) 101 Ash Dr	422-4523

B. A dual name listing may be provided as the primary listing at no recurring charge for the addition of the second name to the listing.

C. A dual name listing may also be furnished as an additional listing at the subscriber's request at the appropriate additional listing rate.

D. A Secondary Service Charge as specified in Section A4 applies for:

- 1. Changing of primary single name listing to a primary dual name listing, (T)
- 2. Changing the primary or additional dual name listing once established, (T)
- 3. Changing an additional dual name listing to a primary dual name listing. (T)

A6. LISTINGS

(T)

A6.7 Miscellaneous Listing (Cont'd)

A6.7.7 Dual Name Listing (Cont'd)

G. No nonrecurring charge applies when the dual name listing is established with the initial establishment of service or when a change in an existing listing is requested on an order for which service charges are otherwise applicable.

A6.7.8 Emergency Service Listing (E911 and 911)

A. A 911 telephone number listing must be listed along with a non-emergency telephone number for emergency agencies. No charge applies for either listing.

B. Rate Application

1. Where charge does not apply.

(a) each

Monthly Rate	USOC
\$-	FLT

A6.7.9 Reserved For Future Use

A6.7.10 Foreign Listing

A. A listing in the alphabetical section of *the Company's Listing Information System* outside the subscriber's local exchange may be furnished. The listing is subject to the rates and regulations *contained herein*. (C)

B. Rate Application

1. Foreign listing

(a) Business, each
(b) Residence, each

1.15	FAL
.80	FRW

2. Foreign cross reference listing

(a) Business, each
(b) Residence, each

1.15	FALCX
.80	FRWCX

3. Foreign alternate listing

(a) Business, each
(b) Residence, each

1.15	FALSX
1.15	FRWSX

4. Foreign special text

(a) Business, each

1.15	FALTX
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C. Where a subscriber is located in an exchange border area and requests a foreign listing for better identification in order to facilitate the completion of calls, such a listing will be provided without charge. This type listing is limited to those instances where a subscriber resides in one exchange and his mailing address is in a second exchange. There shall be no charge made by one company to another for this service. (C)

1. Where charge does not apply

(a) each

-	FLF
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A6. LISTINGS

(T)

A6.7 Miscellaneous Listing (Cont'd)

A6.7.11 Indented Listing

- A. An indented listing is employed where a subscriber has more than one listing for service under the same name at one or more locations.

For Example:

Jones A B atty 179 Madison Ave

523-4879

Res 122 Linwood

875-1345

A6.7.12 Mobile Telephone Service Listing

- A. Mobile Telephone Service subscribers may be furnished listings for their clients as specified in Section A17.

(T)

A6.7.13 Reserved for Future Use

A6.7.14 Access Line Service For Payphone Service Provider Telephone Listing

Listings are not provided in connection with access line service for payphone service provider telephones except when the listing will facilitate the operations of the Company or subscribers to the service.

A6.7.15 Retirement Center Listing

A retirement center listing is a residence additional listing furnished to a resident of a retirement center at rates specified in A6.6.3.B.1.

A6.7.16 RingMaster Service Listing

(T)

- A. One listing for each RingMaster service number will be furnished on a listed or non-listed basis at no charge to the subscriber.

(T)

- B. A RingMaster service listing must be either business or residence as identified by the class of service.

(T)

- C. Other listings may be provided at the rates and regulations specified in this *Guidebook*.

(T)

A6.7.17 Sharing and Resale of Telephone Services Listing

See Section A23.

(T)

A6. LISTINGS

(T)

A6.7 Miscellaneous Listing (Cont'd)

A6.7.18 Special Text Listing (Business)

- A. A special text listing provides instructions for directing incoming calls after hours and during specific time periods or calling information for a specific service/department.

Example:

For The Following Zip Codes 30506 30408 30532 30533 30534

- B. A special text listing does not include a telephone number and must be followed by at least one other listing which does include a telephone number.
- C. Rate Application
 - 1. Business

	Monthly	
	Rate	USOC
	\$1.15	XLL

(a) Per line

A6.7.19 Reserved For Future Use

A6.7.20 Reserved for Future Use

A6.7.21 Reserved for Future Use

A6.7.22 Titles And Suffixes

- A. A title of address that precedes a name, such as Mrs., Rev., Dr., or Capt., may be included in a residence or a business personal name listing.
- B. A professional designation(s) or educational degree(s), such as MD, CPA, CREA, or JP, is a suffix which may be included at the end of a business personal name listing.
- C. Notation of lineal descent, such as Jr., Sr., and III, may be included in a residence or business personal name listing as a suffix.
- D. A maximum of three titles and/or suffixes are allowed per each residence or business personal name listing.

A6.7.23 Reserved for Future Use

A6.7.24 Reserved for Future Use

(T)

A6. LISTINGS

(T)

A7. COIN TELEPHONE SERVICE

A7.4 Access Line Service For Payphone Service Provider Telephones (Cont'd)

A7.4.1 General (Cont'd)

- G. Subscribers to Access Line Service for PSPs are subject to the rates, rules, and regulations as specified for Business Individual Access Lines in this Guidebook unless otherwise stated in this section.
- H. This service may not be suspended at a reduced rate.
- I. Providers of public facsimile or related services which are transmitted over the public switched network are required to obtain a PSP access line for connection to the network. Provision for such services is subject to the rates and regulations set forth herein for Access Line Service for PSP Telephones.
- J. All PSP instruments and all voiceless facsimile devices operated for compensation, other than those located in detention areas of confinement facilities and connected through line concentrators as specified in K.1.g. following, must be connected to the telephone network through PSP access lines furnished by the access line provider. Except as specified in K.1.g. following, connection through other facilities or systems is prohibited.
- K. All PSP instruments and all voiceless facsimile devices connected to the network through line concentrators require the use of PSP trunks furnished by the access line provider for connection of the line concentrator to the network.
- L. Notwithstanding any provisions herein to the contrary and subject to all other applicable provisions of this Guidebook, including but not limited to restrictions on the charges that may be made, the following provisions shall apply to all PSP telephones located in the detention areas of confinement facilities.
 - 1. Such telephones:
 - a. May, if specifically requested by the administration of the confinement facility, be arranged or programmed to allow outward-only calling;
 - b. May, if specifically requested by the administration of the confinement facility and if the access line provider and presubscribed interexchange carrier are notified by the PSP, be arranged or programmed to terminate calls after ten minutes of conversation time;
 - c. **(DELETED)**
 - d. Shall be arranged or programmed to allow only 0+ collect calls for local, intraLATA toll, and interLATA toll calls and to block all other calls including, but not limited to, local direct calls, third number calls, 1+ sent-paid calls, 0+ sent-paid calls, 0- sent-paid calls, 0- calls, toll free 8XX calls, 900 calls, 950 calls, 911 calls, and 101XXXX calls. Provided, however, that if specifically requested by the administration of the confinement facility, 1+ toll and seven-digit local dialing may be permitted if the access line provider or the PSP instrument can block additional digit dialing after initial call set-up;
 - e. May, if specifically requested by the administration of the confinement facility, be arranged to block access to certain specific numbers identified by the administration or to allow access to only certain specific numbers identified by the administration; and
 - f. Shall, at the request of the administration of the confinement facility, provide for the cutoff of designated PSP instruments through the use of cutoff keys or switches placed on the PSP's side of the network interface.

(D)

A7. COIN TELEPHONE SERVICE

A7.4 Access Line Service For Payphone Service Provider Telephones (Cont'd)

A7.4.2 Responsibility of the Subscriber (Cont'd)

B. (Cont'd)

5. Coin-operated PSP instruments must be equipped to return the coins to the caller in the case of an incomplete call;
6. Coin-operated PSP instruments must be equipped to accept nickels, dimes, and quarters. The coin chute capacity of any PSP instrument must be sufficient to enable an end user to complete any sent-paid call using a single type of coin or any combination of nickels, dimes, and quarters;
7. All PSP instruments must allow receipt of incoming calls at no charge for an initial period of at least ten (10) minutes. After the initial period, PSPs may impose a charge for the continued use of the PSP instrument in an amount equal to the charge for a local call;
8. All PSP instruments must allow completion of local and long distance calls including 0+ local and long distance calls billed to a commercial credit card, a third number, or the called number (collect); provided, however, that sent-paid international calling capability may be blocked;
9. PSP telephones may allow completion of 0+ local and intraLATA toll station to station calls billed to the called number (collect) via store and forward technology. 0+ dialed local calls billed to the called number (collect) must be diverted to the Company operator in an appropriate manner for handling if the end user so desires;
10. **(DELETED)**
11. All PSP instruments must allow access to all available interexchange carriers on a non-discriminatory basis. In an equal access environment, this requires that the end user be allowed to access a chosen carrier by dialing 101XXXX-0+, 101XXXX-0-, toll free 1-8XX numbers, or 950-XXXX. Access through 101XXXX-1+ or 101XXXX-011+ is not required;
12. The PSP is responsible for meeting all federal, state, and local requirements with respect to provision of customer-provided telephone equipment for use by hearing-impaired and handicapped persons; and
13. Subscribers to Access Line Service lines connecting customer-provided devices providing public facsimile and related services may charge unregulated rate for the facsimile portion of the service and shall conspicuously display such rates and charges for the facsimile portion of the service on or near the facsimile device.

- C.** All PSP instruments and all other terminal equipment must be installed in compliance with the current National Electrical Code and National Electrical Safety Code.
- D.** The PSP subscriber is responsible for payment of all charges from the telephone company and interexchange carriers including charges for all toll messages originated from or accepted at the pay station locations.
- E.** All PSP instruments must provide access to local and long distance directory assistance.

(D)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.7 Direct-Inward-Dialing (DID) Service

A12.7.1 General

- A. DID service permits calls incoming to a PBX system, Telephone Answering Service, or other Customer Premises Equipment requiring outpulsing-of-digits from the network to reach a specific station line without the assistance of an attendant. DID service is provided subject to the availability of facilities and telephone numbers and other conditions as specified in Sections A2. and A15. (T)
- B. The rates specified herein are in addition to the rates shown elsewhere in the *Guidebook* for the services with which this offering is associated (e.g. central office PBX trunks, access lines, etc.) (T)
- C. DID service is optionally available with Identified Outward Dialing (IOD) service and includes central office switching equipment necessary for in-dialing from the network directly to stations associated with customer premises switching equipment. Subscribers to DID service will be required to maintain an adequate number of DID trunks as determined by the Company in order to provide "quality" grade of service and prevent Network degradation.
- D. The service must be provided on all lines in a trunk group arranged. Where DID is required on more than one group of trunks or central office lines, each such group shall be considered as a separate DID service.
- E. It is the Company's policy to arrange DID numbers in blocks of twenty (20) consecutive numbers where facilities permit. A customer may request DID numbers arranged in a non-consecutive manner. In that case, the installation charge in A12.7.2.A.1.(a) applies in addition to the rates found in A12.7.2.A.1.(c) for Non-Consecutive DID numbers. When a number is removed from an existing consecutive DID group, the installation charge and monthly rates for Non-Consecutive DID apply to the remaining numbers. Where the equipment configuration requires the assignment of blocks of telephone numbers or where the customer requests telephone numbers held in reserve for future use, rates and charges as shown A12.7.2 are applicable for each unused group of telephone numbers or Non-Consecutive number(s).
- F. When equipment or service of a special type arrangement is requested and provided, rates and charges are based on costs involved to meet the individual requirements of each case.
- G. Operational characteristics of interface signals between the Company-provided facilities and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service as specified in other sections of this *Guidebook*. (T)
- 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 of the facilities provided by a customer, authorized user, or joint user obsolete or require modification or alternation of such equipment or system or otherwise affect its use or performance.
- I. Listings will be provided in accordance with the regulations of Section A6. for PBX trunks. DID numbers furnished herein are not entitled to listings without charge. Where clients of a subscriber to DID service have no local exchange service but want to list one of these numbers, "Joint User Services", in Section A3, will be applicable. (T)
- J. Automatic Intercept Service (AIS) for a disconnected non-listed DID telephone number will be provided at the rate shown in A12.7.2.A., where facilities permit. AIS will provide a referral from the disconnected non-listed DID telephone number to the corresponding new telephone number for a maximum period of twelve months. (C)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.7 Direct-Inward-Dialing (DID) Service (Cont'd)

A12.7.2 Rates and Charges

A. Central Office Components

1. Direct-Inward Dialing (DID) Service

	Installation Charge	Monthly Rate	USOC
(a) Establish trunk group and provide first group of 20 DID numbers	\$150.00	\$ 10.00	NDZ
(b) Each additional group of 20 DID numbers	14.50	10.00	ND4
(c) Non-Consecutive DID Numbers, each number ¹	2.20	1.20	ND5
(d) DID Trunk Termination, each Inward Only Trunk ²	87.25	40.00	NDT
(e) DID Trunk Termination, each Combination Trunk with Call Transfer ^{2,3}	250.00	68.00	NCT
(f) Multifrequency (MF) Signaling option, each trunk ⁴	-	-	S5MBD
(g) Dual Tone Multifrequency (DTMF) Signaling option, each trunk ⁴	-	-	S5DBD
(h) Automatic Intercept Service, per number referred ⁵	16.00	-	ND1
(i) Group of 20 Reserved Numbers, each group ⁶	150.00	10.00	NDV
(j) Reserved Non-Consecutive DID numbers, each ¹	2.20	.20	ND6

Note 1: Rates and charges apply to each working number in an individual or nonsequential group or in a group of less than twenty numbers. The installation charge in (a) above applies for the establishment of the first group of consecutive or non-consecutive numbers.

Note 2: 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 3: Combination Trunks with the Call Transfer feature are only provisioned where facilities permit.

Note 4: Provides faster signaling on DID PBX trunks or NARs. The choice of signaling alternative depends on the customer's premises equipment.

Note 5: Provides automatic referral of calls from a disconnected non-listed DID number to a corresponding new number for *a maximum of* twelve months. AIS is available only where facilities permit.

Note 6: Installation charge applies if customer does not currently have Direct-Inward-Dialing service.

(C)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

(T)

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. (T)
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. (T)
 - 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. (T)
 - 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. (T)
 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. (T)
 6. BellSouth Centrex service will be disconnected no later than ten (10) days after receipt of notification of dissatisfaction. (T)
 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. (T)
 8. Subscribers must retain continuous service beyond the ninety (90) days utilizing other BellSouth services. (T)
 9. Cancellation charges will not apply to BellSouth Centrex service disconnected under this plan. (T)

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. (T)
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. (C)
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 should be consulted *or the caller should check the number.*
 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 *Company's Listing Information System* will be provided Automatic Number Referral (if desired) at no charge if disconnected or changed. Telephone numbers for station lines not listed in the *Company's Listing Information System* may be provided Automatic Number Referral with charges from A12.25.12 applicable per telephone number referred. (C)

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. (T)
 2. Termination Liability/Cancellation Charges for original service will not apply. (T)
 3. Service charges from Section A4. will not apply. (T)

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service (Cont'd)

A12.25.16 BellSouth Centrex Control (Cont'd)

A. Description of Service (Cont'd)

15. BellSouth Centrex Control provides the subscriber with the ability to print standard administrative reports.
16. BellSouth Centrex Control subscribers may have capabilities beyond those indicated in this section that are not available to non-Centrex Control subscribers. (T)

B. Regulations

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 Listings that changed as a result of a BellSouth Centrex Control TN swap. The appropriate Service Charges specified in Section A4 apply. (C)
14. The subscriber must notify BellSouth when an available telephone number used or intended for use as an **additional number** 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. (C)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.11 Remote Call Forwarding (Cont'd)

A13.11.2 Limitations

- A. RCF service is offered subject to availability of suitable facilities.
- B. RCF service is not offered where the terminating station is a coin telephone.
- C. The Company does not guarantee identification of the originating number to the RCF customer.
- D. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
- E. RCF is not represented as suitable for satisfactory transmission of data.
- F. RCF 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.
- G. When the RCF number is to be located in a multi-office exchange, the Company will determine the serving central office.
- H. Local forwarding will be provided when the RCF number and the terminating station are both located in the same exchange or when the terminating station is in the Basic Service Area or the Expanded Service Area (as defined in Section A3) of the RCF telephone number. RCF calls arranged for other than local forwarding will be sent-paid (e.g. 1 + toll).
- I. When the RCF customer receives a business listing calls will not be forwarded to a Company provided service for which residential rates apply. (T)
- J. RCF service may not be used to forward to another RCF number or to a number with the dialing sequence "203-XXXX". (T)

A13.11.3 Listings (T)

One listing covering the exchange in which the call forwarding central office is located is provided without additional charge. (C)

A13.11.4 Reserved for Future Use

A13.11.5 Monthly Charges

- A. The following charges are for the RCF feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used.
 - 1. Remote Call Forwarding

	Monthly Rate Residence	Monthly Rate Business	USOC
(a) per feature, arranged for other than local forwarding	\$11.02	\$37.50	RCF++
(b) per feature, arranged for local forwarding	11.02	37.50	RCF+F
(c) per additional access facility	11.02	37.50	RCA

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.1 Directory Assistance Service

A18.1.1 General

The Company furnishes directory assistance service for the purpose of aiding subscribers in obtaining telephone numbers.

A18.1.2 Rates and Charges

- A. A charge is applicable for each inquiry for directory assistance except as noted below; each number requested constitutes an inquiry except that the first two numbers requested on any one call constitutes only one inquiry.

Directory Assistance Service - request of a telephone number - (maximum of three requested telephone numbers per call)

	Rate	USOC
1. Outside the Company's local or expanded local calling area but within the Company's HNPA serving area for the originating line.		
(a) Per Call	\$2.29	NA
2. Outside the Company's local or expanded local calling and HNPA serving areas for the originating line.		
(a) Per Call	2.29	NA

- B. Charges for directory assistance may be billed to the originating number or a third number.
- C. No operator assisted surcharge will apply in addition to the applicable directory assistance charges.
- D. Toll Directory Assistance charges are not applicable to calls which request telephone numbers of lines located within the Company's HNPA serving area for the originating line and originate from lines provided for subscribers or primary users who have applied for and received Company certification due to a visual or physical disability which can be confirmed by a physician, appropriate group, or agency. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the disabled individual from their line or lines, or in the case of a business employing disabled person(s), from the line assigned to that disabled individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified annually. Confirmed, inappropriate use of the exemption could result in its removal. (C)
- E. Exchanges where charges for inquiries to directory assistance temporarily are not applicable to any subscribers due to lack of facilities are specified following:
 - Liberty (Cherokee County)
 - Waterville

A18.2 Reserved for Future Use

A18.3 Reserved for Future Use

A18.4 Reserved for Future Use

A23. SHARING AND RESALE

A23.1 Sharing and Resale of Telephone Services (Cont'd)

A23.1.3 Rates and Charges (Cont'd)

- C. The following rates and charges apply for Sharing and Resale of Telephone Services except as specified in A23.1.3.A. preceding. (Cont'd)
 - 6. Rates and charges for Direct Inward Dialing (DID), Rotary Line Service and other associated services apply as specified in other sections of this *Guidebook*. (T)
 - 7. Service charges as specified in Section A4. apply as appropriate.
 - 8. Reseller client listing provides one listing in the *Company's Listing Information System*. The reseller client listing charge will date from the day the Company's information records are posted and is payable monthly in advance. The minimum chargeable period for the reseller client listing is *one month*. In the event the reseller client listing does not appear in the *Company's Listing Information System*, the minimum chargeable period is for one month. (C)

	Nonrecurring	
(a) Per Client	Charge	USOC
	\$1.15	BS6
 - 9. Charges for additional listings used to further define a reseller client apply at the standard rate as specified in Section A6. (T)
 - 10. With the exception of customers who provide service in accordance with Rule R14-11 and Rule R14A. of the North Carolina Utilities Commission Rules and Regulations, an administrative charge applies for each subscriber who satisfies the conditions for Sharing or Resale of Telephone Services.

(a) Service Establishment Charge	300.00	NRCJT
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A23.1.4 Definitions

- A. Customer of Record

Person, corporation or authorized representative responsible for placing application for service; requesting additions, rearrangements, maintenance or discontinuances of service; payment in full of charges incurred such as Toll, Directory Assistance, etc.; providing legal description of Resale Service Areas to the Company.

A24. EMERGENCY REPORTING SERVICES

A24.1 Universal Emergency Number Service-911 (Cont'd)

A24.1.2 Rules and Regulations (Cont'd)

- P. 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.
- Q. E911 information consisting of the names, addresses and telephone numbers of customers whose listings are not *included in the Company's Listing Information System* is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls. The E911 calling party forfeits the privacy afforded by private and semiprivate telephone number service to the extent that the telephone number, address and name associated with the originating station location are furnished to the PSAP. (C)
- R. Hardware and the unique associated software that provide the Automatic Number and Automatic Location Identification (ANI/ALI) and the ANI display may be provided by the Company for 911 Service. Where not specifically itemized in this Section, said equipment, including rearrangements, moves or changes, will be provided at special assembly rates and charges.
- S. (DELETED)
- T. Customer premises equipment located on customer premises such as station sets, printers, computer aided dispatch (CAD) or any other equipment peripheral to the ANI/ALI hardware can be provided by the Company for 911 service. If the Company is asked to provide, said equipment including rearrangements, moves or changes it will be provided at special assembly rates and charges.
- U. Any customer premises 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 Automatic Number identification feature as the source) or an in progress 911 call.
- V. 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 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information:
 1. 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 six months prior to the effective date of service.
 2. 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, changes in address numbers used on existing 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.
 3. The Company will provide to the customer on request a complete written copy of the master address file to permit the customer to verify accuracy of police, fire, and emergency medical PSAP routing designations.
 4. Changes, deletions, and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.

A38. LISTING SERVICES

A38.1 Directory Assistance Database Service (DADS)

A38.1.1 Description of Service

- A. Upon request, the Company will provide local exchange subscriber name, address and telephone number listings (except as limited by D. following), for the purpose of providing Directory Assistance type services to customer's end users and as otherwise permitted by applicable law or regulation. The term "end user" denotes any entity who obtains Directory Assistance type services for its own use from a DADS customer. Directory Assistance type services are defined as:
1. Voice Directory Assistance (DA Operator or DA Operator System assisted), and
 2. Electronic Directory Assistance (Data Systems assisted).
- B. DADS is available and may be ordered on a Business, Residence or combined Business and Residence listings basis for each base file requested. The data provided will include all eligible listings as outlined in C. and D. following.
- C. DADS will include the following:

1. Base File

An extract containing all qualified listed names, addresses and telephone numbers of Company subscribers and any Independent Telephone Company (ICO) and Competitive Local Exchange Carrier (CLEC) subscriber listing information associated with lines located in a requested NPA that such companies have chosen to provide to BellSouth as follows:

- a. Listed Name - As input on the Company service order.
- b. Listed Address - House Number Prefix or Suffix, Street Name Prefix or Suffix, Address Prefix or Suffix, Community Name, State Name, Zip Code if available.
- c. Telephone Number
- d. Account NPA - Originating NPA
- e. Account NXX - Originating NXX
- f. Exchange Code - Originating Community Code
- g. Date - Current date of Extract/Update
- h. Directory Indicator - Alternate Community Name Indicator, if applicable indicator will be set for foreign directory name.
- i. Directory Name - Alternate Community Name, if applicable for foreign directory name listing.
- j. Unique Business/Residence/Government Indicator
- k. Phrase Codes - Special information regarding listing's telephone service (e.g., telephone observing equipment, teletype service for the deaf).

In addition to the above listed information the customer may optionally request Non-Listed listings which will include the information defined in a., b. and c. preceding and/or Non-Published listings which will include information defined in a. and b. preceding.

The Company will require sufficient time (approximately one month) after receiving an order to prepare the Base File.

2. Daily Updates

Daily updates will reflect all listing change activity occurring since the customer's most recent update. The updates are provided on a Business, Residence, or combined Business and Residence basis. The updates shall be used solely by the customer to keep the information current. Delivery of Daily Updates will commence the day after the customer receives the Base File.

- D. DADS is not a verbatim copy of the Company's Directory Assistance (DA) *records* or the Company's *Listing Information System*. The following listings will not be provided with DADS: (C)
1. Secondary Listings
 2. Listings that are deemed by the Company as inappropriate to provide
- E. DADS will provide the available subscriber listing information of ICOs and CLECs who have chosen to provide their subscribers' listings to the Company, per terms, and conditions agreed to by the Company and the ICO or CLEC.
- F. The Company reserves the right to exclude any name at the request of the Company's subscribers.
- G. Rates and Cancellation fees for DADS are as set forth in A38.1.3 following.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.1 Joint User Service

(Obsolated 3-26-85, Type 4) This service will be continued for existing customers under the following *terms*. Normal station activity such as additions, rearrangements, changes, or moves is allowed at existing locations subject to the availability of facilities and central office equipment. Not available for new installations on or after the obsolated date. (T)

A103.1.1 Application and Regulations

- A. In general, business exchange service is furnished for the exclusive use of the business subscriber and his employees, agents, and representatives. A joint user is a person, firm or corporation, whose use of the subscriber's business service is not contemplated under the terms outlined above, but who, subject to the consent of the subscriber and the regulations specified in this *Guidebook*, is privileged to use the subscriber's service. To facilitate this use of the service, each joint user is allowed one listing in the *Company's Listing Information System* without extra charge. (C)
- B. Joint user service is permitted in connection with the following:
 - 1. Business individual line flat rate, message rate, or semipublic telephone service.
 - 2. Commercial PBX flat rate or message rate service.
 - 3. Hotel PBX service.
- C. An application for joint user service and facilities furnished in connection therewith must be arranged for by the subscriber to the exchange service, who is responsible for the payment of all charges incurred thereunder. Additional listings and miscellaneous services are furnished, with the consent of the subscriber, for use of the joint user, at regular rates.
- D. Charges for joint user service date from the day the Company's information records are posted and are payable monthly in advance. The minimum chargeable period for joint user service is *one month*. In the event the joint user listing does not appear in the *Company's Listing Information System*, the minimum chargeable period is for one month. (C)
- E. Charges for joint user service are automatically discontinued upon termination of the exchange service or may be discontinued upon request of the subscriber if the joint user no longer utilizes any of the customer's service provided that the minimum chargeable period for joint user service has elapsed.
- F. The total charges for telephone service allocated by the customer among the customer and his joint users shall not exceed the charges of the Company to the customer as set forth in this *Guidebook*. (T)
- G. Joint users of a customer's service must have the option of obtaining service directly from the Company.

A103.1.2 Rates

- A. Joint user service associated with the following classes of service are furnished at the rates indicated:
 - 1. Business Individual Line

	Monthly Rate	USOC
(a) Flat rate (non-rotary) - 25% of Business Individual Line	\$-	JUF
(b) Flat rate (rotary) - 25% of Flat Rate Rotary Line	-	JUL
(c) Message rate (non-rotary) - 25% of Business Individual Line Message Rate	-	JUM
(d) Message rate (rotary) - 25% of Message Rate Rotary Line	-	JUL

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.38 Back-Up Line (Cont'd)

A103.38.1 Regulations and Rates (Cont'd)

- D. Each Back-Up Line can receive calls forwarded from one busy primary line or hunt group without incurring an additional charge for rotary line service. This overflow capability will be provided on the forwarding line. The addition of a Back-Up Line will not impact existing charges for rotary line service, e.g. if a customer has two primary lines with rotary line service and adds a Back-Up Line, two charges for rotary line service will continue to apply.
- E. Overflow capability from more than one primary line or hunt group to Back-Up Line service will be provided on the forwarding line at rates as specified for rotary line service in Section A13. When more than one primary line or hunt group overflows to the same Back-Up Line, an additional charge for rotary line service (BUL++) is incurred for each additional (excluding the first) primary line or hunt group that overflows to the same Back-Up Line.

- | | Monthly
Rate | USOC
BULRX |
|--|-------------------------|-----------------------|
| (a) Per additional line or group that overflows (See A13.8 for rotary line service rate) | - | |
- F. If a customer subscribes to more than one Back-Up Line, these Back-Up Lines may be provisioned in a sequential hunting rotary group at no charge. Rotary line capability may not be provided from a Back-Up Line or group of Back-Up Lines to other lines on the same premises. Call Forward Busy Line provided at rates specified in Section A13, may be used to forward calls from Back-Up Lines to lines located on different premises (e.g., an after hours answering arrangement).
 - G. Back-Up Line service cannot be provisioned with circular hunting.
 - H. Rotary line service charges will not apply to a hunt group comprised only of Back-Up Lines. For calls to hunt groups comprised only of Back-Up Lines, only one inward call usage charge (\$.05 per minute) will apply per call terminated on and completed to a Back-Up Line in that hunt group.
 - I. A free listing is not furnished with Back-Up Line service. Listings may be purchased at the rates specified in Section A6.
 - J. Usage charges are applied to all incoming (e.g., long distance, expanded service area and basic service area) and outgoing calls associated with Back-Up Line service, as described in L., M. and N., with the following exceptions: No usage charges apply to outgoing calls to the Company business office, Repair Service, Directory Assistance, or for 911 Emergency service. No Back-Up Line outward usage charges (\$.05 per minute) apply for calls made on a Back-Up Line to the expanded service area or for calls made to toll areas, but the regular expanded service area usage rates or long distance rates do apply for such calls
 - K. The access line rate per Back-Up Line is as shown in 1. The access line rate per Back-Up Line for BellSouth Business Plus service customers is as shown in 2.

	Monthly Rate	USOC
1. Back-Up Line		
(a) Each	\$78.00	SBLLX
2. BellSouth Business Plus Back-Up Line		
(a) Per Back-Up Line with BellSouth Business Plus service - Option1 primary line	78.00	SBLL1
(b) Per Back-Up Line with BellSouth Business Plus service - Option 2 primary line	78.00	SBLL2

(T)

A106. OBSOLETE SERVICE OFFERINGS - LISTINGS

(T)

CONTENTS

A106. OBSOLETE SERVICE OFFERINGS - LISTINGS

(T)

A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.5 Direct-In-Dialing (DID) to Customer-Premises Located Switching Systems

(Obsoleted 12-08-82, Type 2) Existing customers may have their DID Arrangements converted to the restructured DID offering in A12.7 with no nonrecurring or termination charges being applied, provided there is no interruption of service.

A112.5.1 General

- A.** The service is optionally available with Identified Outward Dialing (IOD) service and furnished subject to the availability of facilities, telephone numbers and other conditions as specified in A2.3.1 and A15.1. (T)
- B.** The service includes the central office switching equipment necessary for in-dialing from the exchange and toll network directly to the stations associated with customer-premises located switching equipment.
- C.** The service must be provided on all lines in a trunk group arranged for inward service. Where Direct-In-Dialing is required on more than one group of trunks or central office lines, each such group shall be considered as a separate Direct-In-Dialing service.
- D.** The service provides PBX station users the ability to receive calls from outside the PBX without the assistance of the attendant. Subscribers will be required to maintain an adequate number of DID trunks as determined by the Company in order to prevent network degradation.
- E.** The assignment of telephone numbers and the sequence of the numbers assigned to a DID service is made at the discretion of the Company. Where the equipment configuration requires the assignment of blocks of telephone numbers or where the customer requests additional blocks of telephone numbers held in reserve for future use, rates and charges as shown in A112.5.2 are applicable for each unused block of telephones.

A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.20 MultiServ Service (Cont'd)

A112.20.15 Customer Control (Cont'd)

B. Regulations (Cont'd)

20. The Customer Control subscriber is responsible for initiating a Service Order to correct any information pertaining to the Company's Listings that changed as a result of a Customer Control TN Swap. The appropriate Service Charges specified in Section A4. apply. (T)

C. Moves of Service

1. When a subscriber elects to move service from one serving central office to a different switch type serving central office, an additional Database charge as outlined in E. following will apply.
2. Moves of Service rules and regulations as outlined in A112.20.7.B. preceding are applicable.

D. Application of Rates

1. Customer Control is available on a per line basis to customers who subscribe to MultiServ service or MultiServ PLUS service. All MultiServ service features which are controllable will be subject to the rates outlined in E. following.
2. The appropriate Service Charge(s) specified in Section A4. applies to the subsequent establishment of Customer Control. (T)
3. If Customer Control is ordered at the same time as MultiServ service or MultiServ PLUS service, only one Service Charge is applicable.
4. Changing the status of a station line from accessible to Customer Control to inaccessible or vice versa, must be done by the Company via a Service Order request. Appropriate Service Charges specified in Section A4. apply. (T)
5. The Service Establishment, Initial Setup - Per System charge for Customer Control - Basic is for the initial establishment of the Customer Control feature.
This charge includes the initial Processor Connection charge, the initial User Identification Codes (Per User Login) charge, the initial Database Establishment (Per System) charge and training for up to two System Managers.
ECAS/DECAS subscribers who convert, during their contract period, from the grandfathered ESSX service or Digital ESSX service to MultiServ service or MultiServ PLUS service will have the Customer Control Service Establishment, Per System Installation Charges waived. Service Charges from Section A4. will not apply. (T)
6. A Customer Control - Per Line charge is applicable for each link type main station line that is equipped with Customer Control.
7. Subscribers who order an initial set of Customer Control - Per Line as outlined in E.2. following will be required to order Customer Control at the same time MultiServ service or MultiServ PLUS service is initially ordered. The monthly rate for Customer Control - Per Line will be billed in lieu of the monthly rate for a MultiServ service Feature Group.
8. Subscribers who order Customer Control - Per Line as outlined in E.3. following will be required to order Customer Control after MultiServ service or MultiServ PLUS service is established. The monthly rate for Customer Control - Per Line will replace the monthly rate for a MultiServ service Feature Group.
9. A Processor connection charge is applicable for each additional simultaneous dial access capability desired by the subscriber.
10. The User Identification Code charge is a nonrecurring charge applicable per additional user login requested by the subscriber.
11. The Security Card charge is applicable for each card ordered by the subscriber. This includes replacement of the card regardless of reason for replacement.
12. Activation/Deactivation/Change of a Customer Controllable feature by the Company at the subscriber's request subsequent to the initial installation of an existing Customer Controllable line is billed per change on each Non-Electronic Business Set line and Electronic Business Set System service line or per bulk change on each Non-Electronic Business Set line as described in E. following.

TABLE OF CONTENTS

A1.	DEFINITION OF TERMS	
A2.	GENERAL REGULATIONS	
A3.	BASIC LOCAL EXCHANGE SERVICE	
A4.	SERVICE CHARGES	
A5.	CHARGES APPLICABLE UNDER SPECIAL CONDITIONS	
A6.	LISTINGS	(T)
A7.	COIN TELEPHONE SERVICE	
A8.	TELEPHONE ANSWERING SERVICE FACILITIES	
A9.	FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE	
A10.	KEY AND PUSHBUTTON TELEPHONE SERVICE	
A11.	PRIVATE BRANCH EXCHANGE SERVICE	
A12.	CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS	
A13.	MISCELLANEOUS SERVICE ARRANGEMENTS	
A14.	AUXILIARY EQUIPMENT	
A15.	CONNECTIONS OF TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS	
A16.	RESERVED FOR FUTURE USE	
A17.	MOBILE TELEPHONE SERVICE	
A18.	LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE	
A19.	(DELETED)	
A20.	OPTIONAL CALLING PLANS	
A21.	RESERVED FOR FUTURE USE	
A22.	CUSTOMER PAYMENT PLANS	
A23.	SHARING AND RESALE	
A24.	EMERGENCY REPORTING SERVICES	
A25.	HORIZON COMMUNICATIONS SYSTEM	(T)
A26.	RESERVED FOR FUTURE USE	
A27.	RESERVED FOR FUTURE USE	
A28.	PERSONAL SIGNALING SERVICE	
A29.	DATA TRANSPORT SERVICE	
A30.	EQUIPMENT FOR DISABLED CUSTOMERS	
A31.	MULTI-LOCATION BUSINESS SERVICE (MLBS)	
A32.	INTEGRATION PLUS MANAGEMENT SERVICES (IPMS)	(T)
A33.	RESERVED FOR FUTURE USE	
A34.	ADVANCED INTELLIGENT NETWORK (AIN) SERVICES	
A35.	RESERVED FOR FUTURE USE	

TABLE OF CONTENTS

A100.	OBSOLETE SERVICE OFFERINGS - GENERAL	
A101.	OBSOLETE SERVICE OFFERINGS - DEFINITION OF TERMS	
A102.	OBSOLETE SERVICE OFFERINGS - GENERAL REGULATIONS	
A103.	OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE	
A104.	OBSOLETE SERVICE OFFERINGS - SERVICE CHARGES	
A105.	OBSOLETE SERVICE OFFERINGS - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS	
A106.	OBSOLETE SERVICE OFFERINGS - LISTINGS	(T)
A107.	OBSOLETE SERVICE OFFERINGS - COIN TELEPHONE SERVICE	
A108.	OBSOLETE SERVICE OFFERINGS - TELEPHONE ANSWERING SERVICE FACILITIES	
A109.	OBSOLETE SERVICE OFFERINGS - FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE	
A110.	OBSOLETE SERVICE OFFERINGS - KEY AND PUSHBUTTON TELEPHONE SERVICE	
A111.	OBSOLETE SERVICE OFFERINGS - PRIVATE BRANCH EXCHANGE SERVICE	
A112.	OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS	
A113.	OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS	
A114.	OBSOLETE SERVICE OFFERINGS - AUXILIARY EQUIPMENT	
A115.	OBSOLETE SERVICE OFFERINGS - CONNECTIONS OF TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS	
A116.	RESERVED FOR FUTURE USE	
A117.	OBSOLETE SERVICE OFFERINGS - MOBILE TELEPHONE SERVICE	
A118.	(DELETED)	
A119.	(DELETED)	
A120.	OBSOLETE SERVICE OFFERINGS - OPTIONAL CALLING PLANS	
A121.	RESERVED FOR FUTURE USE	
A122.	OBSOLETE SERVICE OFFERINGS - CUSTOMER PAYMENT PLANS	
A123.	OBSOLETE SERVICE OFFERINGS - SHARING AND RESALE	
A124.	OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES	
A125.	OBSOLETE SERVICE OFFERINGS - HORIZON COMMUNICATIONS SYSTEM	(T)
A126.	RESERVED FOR FUTURE USE	
A127.	RESERVED FOR FUTURE USE	
A128.	RESERVED FOR FUTURE USE	
A129.	OBSOLETE SERVICE OFFERING - DATA TRANSPORT SERVICE	
A130.	OBSOLETE SERVICE OFFERINGS - EQUIPMENT FOR DISABLED CUSTOMERS	
A131.	OBSOLETE SERVICE OFFERING - MULTI-LOCATION BUSINESS SERVICE (MLBS)	
A132.	RESERVED FOR FUTURE USE	
A133.	RESERVED FOR FUTURE USE	
A134.	OBSOLETE SERVICE OFFERING - ADVANCED INTELLIGENT NETWORK (AIN) SERVICES	

SUBJECT INDEX

R.

SUBJECT	SECTION
Rearrangements of Drop Wire, Protector and/or Network Interface	A4.2
Rearrangements of Existing Plant	A5.1.8
Recording of Telephone Conversations	A2.2.5
Recorded Public Announcements.....	A2.2.6
Reference Listing	A6.7.2
Regulations Applicable to Listings	A6.1
Remote Call Forwarding	A13.11
Residence Additional Listing	A6.6.3
Residence Listing	A6.3
Residence Service for Company Employees	A2.3.20
Residential Message Rate Service (Obsoleted, See Section A103.).....	A103.4.14
Restoration Charge - See Line Change Charge	A4.2
Retirement Center Listing	A6.7.15
Retirement Center PBX Service.....	A11.2.4
Return Check Charge	A4.5.6
Ringer Limitations	A2.3.18
RingMaster Service	A13.34
RingMaster Service Listing.....	A6.7.16
Rural Line Service Construction	A5.2

(T)