TARIFF DISTRIBUTION

FILE PACKAGE NO.: NC-15-0062

DATE: August 10, 2015

STATE: NORTH CAROLINA

EFFECTIVE DATE: 08/10/2015

TYPE OF DISTRIBUTION: Approved

PURPOSE: This guidebook update modifies directory and operator assistance exemptions language for disabled customers in support of a uniform process for all ILEC states.

TARIFF SECTION	PAGE NUMBER	PAGE REVISION
N018	4	0005
G003	24	0014
G003	25	0005
G003	30.0.0.1	0003
G018	1	0012

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 area[1] 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

	Rate	USOC
(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. 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 (DA) may be provided at no charge to persons who are unable to use a telephone directory due to a disability which can be confirmed by a physician or certifying agent. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of directory service requests, such as requests for numbers outside of the Company's local calling and LATA/NPA serving areas for the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Local Directory Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Directory Assistance exemption is a voluntary program of the Company that may be terminated at any time. (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.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.9 Operator Assisted Local Calls

A3.9.1 Operator Assisted Charges

A. All types of local exchange service have local calling areas or expanded local calling areas[1] within which local calls can be made on a flat rate basis (no charge for individual calls), on a local coin call rate basis, on a Message rate basis (calls charged for a Message units), or on a measured service basis (charges based on a combination of one or more rating elements where Measured Service local exceptions or expanded local calling plans (A3.4.28 and A3.13) are in effect).

B. Local dial call: The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.

C. The following service charges for operator assisted local calls apply in addition to the local dial rate applicable [2]

	Nonrecurring Charge	USOC	
1. Station-to-Station operator assisted sent-paid, collect and third number,			(T)
(a) Each	**$ .95**	**NA**	
2. Person-to-Person operator assisted local call			(T)
(a) Each	**2.52**	**NA**	

D. The following Operator Assisted Local Calls are exempted from the service charge:

1. Calls to designated Company numbers for official telephone business.
2. Emergency calls to recognizable authorized civil agencies.
3. Those cases where a Company operator provides assistance to:
   a. Re-establish a call which has been interrupted after the calling number has been reached.
   b. Reach the calling telephone number where facility problems prevent customer dial completion.
   c. Operator Assistance (OA) may be provided at no charge to persons who are unable to use a telephone due to a disability which can be confirmed by a physician or certifying agent. Operator Assistance service charges will not be charged to the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Operator Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Operator Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Operator Assistance exemption is a voluntary program of the Company that may be terminated at any time. (a)

E. Operator Assisted Premium Plan

1. A premium is described as a commission, the amount of which shall be calculated as set forth in an agreement between the customer and the Company. Under this plan, a premium is applicable to local customer dialed operator assisted calls and may be payable to subscribing customers based upon the Company's service revenue generated by said calls. These calls must:
   a. originate from a telephone line associated with the subscribing customer's account,
   b. originate and terminate in the same LATA,
   c. be carried and completed by the Company via Company facilities and
   d. be billed by the Company.

   In the event the Company billing records used to determine the premiums are destroyed or lost, the Company and the customer shall work together to determine what premiums should have been rendered.

   Participation in the Operator Assisted Premium Plan requires that the customer generate minimum service revenue of $5,000 per month on the total of all local and long distance message telecommunications service customer dialed operator assisted calls to which premium is to be applied.

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

Note 2: The local dial rate applicable for operator-assisted local non-sent paid calls originated from an Access Line Service For Payphone Service Provider line and processed by a Company operator is $.2427.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.24 Local Directory Assistance Call Completion Service (Cont'd)

A3.24.4 Limitations of Service (Cont'd)

A. The service is not available for the following classes of service call categories: (Cont'd)

7. Cellular Providers
8. WATS

A3.24.5 Application of Charges and Exemptions

A. The charges specified in A3.24.6 following will be applicable to all subscribers except disabled customers who are exempt from Directory Assistance charges, as detailed in A3.8.2 (T)

B. Chargeable Calls

1. The DACC service charge applies for all completed calls in addition to the appropriate Directory Assistance charge and other applicable charges for those individual calls. If a call is not completed (i.e. busy or no answer, or the customer hangs up prior to the call being completed), the DACC service charge does not apply.

C. Blocking of DACC Service

1. A blocking option is available to customers who prefer not to have the DACC service available in their home or office. There are no Service Charges applicable for subscription to or discontinuation of this blocking option.

A3.24.6 Rates and Charges

A. DACC Service Charges

(1) Directory Assistance Call Completion

	Rate	USOC
(a) Charge Per Completed Call	$.00	NA

B. Blocking of DACC Service

(1) Optional blocking

(a) Charge per line	-	NA

A3.25 Directory Assistance/Directory Assistance Call Completion Service

A3.25.1 Description of Service

A. Directory Assistance/Directory Assistance Call Completion (DA/DACC) provides the subscribing customer a local exchange subscriber telephone number and call completion to the number provided, given a listed name and address.

B. DA/DACC is for use by Mobile Service Providers (MSPs) only.

C. DA/DACC 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.

D. DA/DACC is available only where billing and network capability exists.

E. IntraLATA intraNPA DA requests for an Independent Telephone Company served by the Company Directory Assistance Bureau will be handled in the same manner as intraLATA intraNPA DA requests for Company Telephone numbers. (T)

F. Individual Message Detail is not included as part of this service. Detail which will be provided for each billing period includes the number of DA/DACC requests and a total charge for these requests.

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[1]		
(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. Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory due to a disability which can be confirmed by a physician or certifying agent. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of directory service requests, such as requests for numbers outside of the Company's local calling and LATA/NPA serving areas for the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Local Directory Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Directory Assistance exemption is a voluntary program of the Company that may be terminated at any time. (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

Note 1: No allowances, exemptions, or exceptions apply. This service is available where technically feasible.