

TARIFF DISTRIBUTION

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A6. LISTINGS

A6.1 Terms and Conditions Applicable To Directory Listings

(T)

A6.1.1 General

- A.** The Rates, *Terms and Conditions* for directory listings in this section apply only to the alphabetical listings containing the regular alphabetical list of names of customers and joint users. The alphabetical list of names of customers is for the purpose of informing calling parties of the telephone numbers of customers. (T)
- 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 in the Company's Listing Information System.
- C.** Listings must conform to the Company's practices with respect to its listings. The Company reserves the right to reject listings when, in its sole judgment, such listings would violate the integrity of company records, confuse individuals using the Company's Listing Information System, are intended for advertising purposes, or when the customer cannot provide satisfactory evidence of authorization to do business as requested.
- D.** The Company reserves the right to limit the length of any listing by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the subscriber is not impaired thereby.
- 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. 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. 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 listed. 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 the Company's Listing Information System for a Family Violence Shelter. The Company shall not include an address in its Listing Information System as part of the listing nor will it be available from directory assistance for a Family Violence Shelter.
- H.** Liability of the Company due to errors and omissions in its Listing Information System is specified in Section A2. (M)
- I.** A Secondary Service Charge, as specified in Section A4., applies when an order is issued solely to add or change a listing. (M)
- J.** Listings can be suspended as specified in A2.3.16. However, the suspension rate shall be 50 percent of the regularly charged rate. (M)
- 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. (M)

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A6. LISTINGS

A6.2 Business Listing

A6.2.1 General

- A. Generally, a business listing consists of a name, a designation descriptive of the subscriber's business if not self-explanatory, the address at which service is rendered, and the business telephone number. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted, but may be that of a second party designated by the subscriber. Additional listings 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 for any business establishment, the names of associates or employees of the subscriber or joint user. 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, *Terms and Conditions* specified for "Joint User Service." (T)
- B. All listings of a subscriber's services which are located on the same premises must bear the same address, except in the case of outside stations of PBX, Centrex Type Services, or main station service when the address may be shown as the premises where the outside station is located.

A6.2.2 Business Designation

A. Firm Name

- The designation in a firm name business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. Designations will not be used where the name under which the subscriber is doing business is sufficient to indicate the character of the business.

Example:

Lewis Co	grocr	14 Madison	234-6488
----------	-------	------------	----------

B. Personal Name

- The designation in a personal name business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. Designations will not be used where the name under which the subscriber is doing business is sufficient to indicate the character of the business. The listing of an individual, together with a title and the name of the business with which the individual is associated or represents, is not permitted.

Example:

Smith J G	grocr	14 Madison	234-6488
-----------	-------	------------	----------

- A designation that conveys the same meaning as a title, educational degree or suffix is not permitted.

Example:

Smith Joe	DDS	dntst	
-----------	-----	-------	--

A6.2.3 Trade Name

A trade name or the name of a commodity or service will be included as part of the listing when the subscriber shows satisfactory evidence of authorization to do business under the requested name. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service, which in its judgment are otherwise objectionable or unnecessary for identification purposes. In the case of listings for time/temperature/weather announcement services, a generic listing will be accepted.

Examples which require proof of authorization are:

Smith Avon Distributor	123 Main		555-1234
Jones Buick	2914 E 23rd		329-5864
Any Flower Shop	710 Heather Mall		669-2121

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. (M)

A6.3.2 Reserved for Future Use

A6.3.3 Reserved for Future Use

A6. LISTINGS

(M1)

A6.4 Non-Published (Private) Number

A6.4.1 General

- A. A non-published number is not listed in the Company's Listing Information System or directory assistance records and will not be furnished upon request of a calling party.
 The omission of the listing at the customer's request does not entitle the customer to an additional listing without charge in connection with other services to which he may be subscribing
 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 disclosing said number to any persons shall attach to the Company. Where a non-published number is disclosed in the Company's 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 disclosing of said listing information to any person.
- 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

	Monthly Rate	USOC
A. Non-published number		
1. Residence		
(a) Each	\$5.50	NPU
2. Business		
(b) Each	5.50	NPU

A6.4.3 Exceptions

- A. Non-published number (M2)
 - 1. Where charge does not apply (M2)
 - (a) Each (M2)
 - Service used primarily by a certified hearing/speech impaired person (M2)
 - Additional service furnished to the same subscriber who has other service listed in the same name at the same address. (M2)
 - 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. (M2)
 - 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. (M2)
 - Access Line Service For Payphone Service Provider Telephones (M2)
 - Temporary Service (M2)
 - Enterprise service (special reversed charge toll service) (M2)
 - Foreign exchange service where the subscriber is also furnished local exchange service (M2)

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M2 - Material appearing on this page previously appeared on page(s) 4 of this section.

A6. LISTINGS

(M1)

A6.5 Non-Listed (Semiprivate) Number

A6.5.1 General

- A. A non-listed number is excluded from other listing services but is maintained on directory assistance records and will be furnished upon the request of a calling party.
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 other listing services shall attach to the Company. Where such a number is provided, 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 providing a non-listed number.
- 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.
- 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.

(M2)

(M2)

A6.5.2 Rate Application

- | | Monthly Rate | USOC |
|-------------------------|---------------------|-------------|
| A. Non-listed number | | |
| 1. Where charge applies | | |
| (a) Each – Business | \$3.50 | NLT |
| (b) Each – Residence | 3.50 | NLT |

(M2)

(M2)

(M2)

(M2)

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. | | |
| - 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. | | |
| - 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 | | |

(M2)

(M2)

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M3 - Material previously appearing on this page now appears on page(s) 5 of this section.

A6. LISTINGS

A6.6 Additional Listing

(M1)

A6.6.1 General

(M1)

- 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. (M1)
- B. Listing charges are automatically discontinued upon termination of the service or upon the removal of the listing. (M1)

A6.6.2 Business Additional Listing

(M1)

- 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, *Terms and Conditions* specified for "Joint User Service." (T)(M1)

B. Rate Application

(M1)

1. Business

(M1)

	Monthly Rate	USOC	
(a) each	\$1.15	CLT	(M1)
(b) Toll Free Dialing Service, each	1.15	SZS	(M1)

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

	Monthly Rate	USOC
(a) each	\$.80	RLT

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

	Monthly Rate	USOC
(a) each	\$1.15	FNA

2. Residence

(a) each	1.15	NAB
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M2 - Material previously appearing on this page now appears on page(s) 6 of this section.

A6. LISTINGS

A6.7 Miscellaneous Listing (Cont'd)

A6.7.3 Caption Listing (M1)

- A.** A listing may be indented under a caption or sub-caption 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. (M1)

For Example: (M1)

Standard Oil Co (M1)

Main Ofc Fultn Nat Bk Bl 523-5011 (M1)

City Mgr 1080 Bankhd Av NW 876-2651 (M1)

- 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. (M1)

A6.7.4 Cellular Carrier Listing (M1)

A Cellular Mobile Carrier (CMC) may obtain listings for their client(s) at no charge. (M1)

A6.7.5 Reserved for Future Use (M1)

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.

Examples:

Long Lumber Co See South Lumber Co

Regis Gary See Regas Gary

- B.** Rate Application

	Monthly Rate	USOC
1. Business		
(a) each	\$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,
2. Changing the primary or additional dual name listing once established,
3. Changing an additional dual name listing to a primary dual name listing.

A6. LISTINGS

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.

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

- A. One listing for each RingMaster service number will be furnished on a listed or non-listed basis at no charge to the subscriber.
- B. A RingMaster service listing must be either business or residence as identified by the class of service.
- C. Other listings may be provided at the Rates, *Terms and Conditions* specified in this Guidebook.

(T)

A6.7.17 Sharing and Resale of Telephone Services Listing

See Section A23.

A6. LISTINGS

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

(a) Per line	Monthly Rate	USOC
	\$1.15	XLL

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

A7. COIN TELEPHONE SERVICE

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A7.6	Reserved For Future Use	10	(T)
A7.7	Reserved For Future Use	10	(T)
A7.8	(DELETED)	10	(T)
A7.9	Reserved For Future Use	10	(T)
A7.10	(DELETED)	10	(T)
A7.11	Operator Assisted Premium Plan for Payphone Service Providers	10	(T)

A7. COIN TELEPHONE SERVICE

A7.1 Reserved for Future Use

A7.2 Reserved for Future Use (M)

A7.3 Reserved for Future Use (M)

A7.4 Access Line Service For Payphone Service Provider Telephones (M)

A7.4.1 General (M)

- A. Access Line Service for Payphone Service Provider (PSP) Telephones are exchange line services directly connected to the public network provided at the request of the subscriber for telecommunications use by the general public at locations accessible to the general public. Extensions of the Access Line Service for PSPs are not permitted, except as provided in confinement facilities. (M)
- B. An Access Line Provider (ALP) is the provider of PSP access lines or PSP trunks for PSP instruments as authorized by G.S. 62-110(c) or as otherwise provided by Commission rule or the North Carolina General Statutes. (M)
- C. PSP lines are provided for use with both PSP non coin-operated pay telephones and PSP coin-operated pay telephones, as well as PSP equipment or processes used for the resale and transmittal of voice or data over the public switched network (such as public facsimile services as defined in Section A1). (M)
- D. Access Line Service for PSPs is provided on a flat rate basis. (M)
- E. The Company will not be responsible for the operation, maintenance, coin refund (with the exception of Coin Refund and Repair Referral Service provided in A7.10) or coin collection of any PSP instrument it does not provide, nor will Company employees offer PSP instructions for those instruments not provided by the Company. (M)
- F. Access Line Service for PSPs is provided subject to the condition that telephone messages (local and long distance) placed from stations which are accessible to the public are completed over PSP lines (or other Public or Semipublic lines). Where Access Line Service for PSPs are furnished, any type or grade of business service offered regularly at that location may be furnished in addition, provided such business service is confined to locations solely for use by the particular establishment. (M)
- G. Subscribers to Access Line Service for PSPs are subject to the rates, *Terms and Conditions* as specified for Business Individual Access Lines in this Guidebook, unless otherwise stated in this Section. (T)(M)
- H. This service may not be suspended at a reduced rate. (M)
- 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, *Terms and Conditions* set forth herein for Access Line Service for PSP Telephones. (T)(M)
- 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, must be connected to the telephone network through PSP access lines furnished by the access line provider. Except as specified in K.1.g, connection through other facilities or systems is prohibited. (T)(M)
- 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. (M)

Pages 1.0.1 and 1.1 are hereby deleted in their entirety and removed from this Guidebook

(N)

A7. COIN TELEPHONE SERVICE

(M1)

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

(M2)

A7.4.1 General (Cont'd)

(M2)

- 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. (M2)
1. Such telephones: (M2)
 - a. May, if specifically requested by the administration of the confinement facility, be arranged or programmed to allow outward-only calling; (M2)
 - 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; (M2)
 - c. (DELETED) (M2)
 - 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; (M2)
 - 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 (M2)
 - 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. (M2)
 - g. May, with the express written consent of the administration of the confinement facility, terminate PSP trunks provided by the access line provider for use at the facility in manual or automatic line concentrators; the concentrator may not be arranged or programmed to allow access by more than one PSP instrument to a single PSP trunk at any time; prior to connection of the equipment, the PSP is obligated to advise the access line provider of its intent to connect a concentrator to the access line provider's facilities, specifically identify the trunks which will terminate in the concentrator and, upon demand, provide the FCC registration number of the equipment. (M2)
 - h. May, with the express written consent of the administration of the confinement facility, be arranged to provide three-way call detection and call detail from the payphones located within the confinement facility subject to the following conditions: (M2)
 - (1) Three-way call detection may be arranged at the request of the facility administrator such that the call may be disconnected or noted for further investigation. When three-way call detection is arranged for disconnections, a recorded announcement shall inform the called party, before acceptance of the call, that the call may be disconnected if an attempt to use three-way calling is detected. The PSP shall give credit for wrongful disconnections according to its established credit procedures. (M2)
 - (2) Call detail information such as date and time of calls, duration of calls, and called and calling telephone numbers may be provided to the confinement facility administrator at his request. (M2)
 2. Unrestricted coin telephones under administrative control may be available outside of a jail cell for supervised use by inmates. (M2)
- M. For customers subscribing to Caller ID - Deluxe, as specified in A13.19.2.H, if the incoming call originates from a customer-provided pay telephone, the name information transmitted will always be "Pay Phone". (T)(M2)

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A7. COIN TELEPHONE SERVICE

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

(T)(M)

A7.4.2 Responsibility of the Subscriber

(M)

- A. The PSP is responsible for the installation, maintenance and operation of PSP instruments and other terminal equipment. (M)
- B. All PSP instruments and all other terminal equipment must be connected to the telephone network in compliance with Part 68 of the FCC Rules and Regulations. PSP subscribers may, upon request, be required to provide the access line provider with the FCC registration number of each item of terminal equipment to be connected prior to its connection. PSP telephones must have the following characteristics. (T)(M)
 - 1. All PSP instruments outside of confinement facilities must allow access to the Company Operator (0-) and completion of 0- local and 0- long distance calls billed to a commercial credit card, a third number, or the called number (collect) at no charge to the end user; (M)
 - 2. All PSP instruments must allow access to 911 Emergency Service, where available, at no charge to the end user; (M)
 - 3. The following information must be posted at each PSP instrument other than those located in the detention areas of local, state, or federal confinement facilities: (M)
 - a. The appropriate emergency number (911, operator or other). (M)
 - b. Clear operating instructions and procedures for handling repair, refunds and billing disputes. (M)
 - c. The current telephone number of the PSP access line and the local address. (M)
 - d. The name and address, and of the PSP. The name and address shown on the instrument must be the same as those shown on the COCOT or PSP certificate. (M)
 - e. The charge for a local sent-paid coin call, including notice of any time limits that are imposed on the call. (M)
 - f. The charge, if any, for directory assistance calls, unless such notice is given by voice message when the end user attempts to place such a call. (M)
 - g. The name of the carrier to which 0+, 00-, and 00+ calls will be routed. In the event that a PSP changes the carrier to which 0+, 00-, or 00+ calls will be routed, the name of the new carrier must be posted within 30 days. (M)
 - h. Whether international calling capability is blocked from the PSP instrument, unless such specific notice is given by voice message when the end user attempts to place such a call. (M)
 - i. Clear operating instructions and the charges for any enhanced services offered by the PSP from the PSP instrument. (M)
 - 4. The following information must be posted at each PSP instrument located in the detention areas of local, state, or federal confinement facilities. The information must be printed sufficiently large and posted close enough to the telephone to be easily readable from the telephone. (M)
 - a. Notice that only collect calls are allowed and that all other calls are prohibited unless the telephone is arranged to permit 1+ toll and seven-digit local dialing. In that case, the notice shall state the types of calls that are permitted and that all other calls are prohibited. (M)
 - b. Clear operating instructions and procedures for reporting equipment or service problems. (M)
 - c. The current telephone number of the PSP instrument unless the instrument is arranged or programmed to allow outward-only calling. (M)
 - d. The name of the PSP. The name shown at the instrument must be the same as the name shown on the COCOT or PSP certificate. (M)
 - e. The cost of a local collect call. (M)

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(N)

A7. COIN TELEPHONE SERVICE

(M1)

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

(T)(M)

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

(T)(M)

B. (Cont'd)

(T)(M)

4. The following information must be posted at each PSP instrument located in the detention areas of local, state, or federal confinement facilities. The information must be printed sufficiently large and posted close enough to the telephone to be easily readable from the telephone. (M)
 - a. Notice that only collect calls are allowed and that all other calls are prohibited unless the telephone is arranged to permit 1+ toll and seven-digit local dialing. In that case, the notice shall state the types of calls that are permitted and that all other calls are prohibited. (M)
 - b. Clear operating instructions and procedures for reporting equipment or service problems. (M)
 - c. The current telephone number of the PSP instrument unless the instrument is arranged or programmed to allow outward-only calling. (M)
 - d. The name of the PSP. The name shown at the instrument must be the same as the name shown on the COCOT or PSP certificate. (M)
 - e. The cost of a local collect call. (M)
5. Coin-operated PSP instruments must be equipped to return the coins to the caller in the case of an incomplete call; (M)
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; (M)
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; (M)
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; (M)
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; (M)
10. (DELETED) (M)
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; (M)
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 (M)
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. (M)
- 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. (M)
- D. The PSP subscriber is responsible for payment of all charges from the Company and interexchange carriers including charges for all toll messages originated from or accepted at the pay station locations. (T)(M)
- E. All PSP instruments must provide access to local and long distance directory assistance. (M)

A7. COIN TELEPHONE SERVICE

(M1)

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

(M2)

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

(M2)

F. Automated Collect Station to Station Calls

(M2)

Station to station calls generated by automated collect devices provided by PSPs which are placed and billed to a called number without the assistance or intervention of a human operator will be allowed under the following requirements:

(M2)

1. The name and number of the PSP is required to appear on the end user's bill. The Company will provide billing and collection services for rates and charges associated with automated collect calls as specified in this Guidebook and under the provisions set forth in Section E8 of the Access Service Tariff. (T)(M2)
2. The PSP instrument is arranged or programmed to require a positive response from the called party indicating willingness to pay for the call before completing the call, and to terminate the call without charge in the absence of a positive response; (M2)
3. Except in the case of a call originating from a confinement facility, if the recipient of an automated collect call does not act either to accept or reject the call, the call must be terminated and a call must be initiated to an operator of certified carrier or instructions must be provided on how to complete the call using an operator of a certified carrier. In the case of a call originated from a confinement facility, the call must be terminated; (M2)
4. The PSP must use a local or certified interexchange carrier to transmit all communications involved in the call; (M2)
5. The PSP shall block or arrange for blocking of automated collect calls to 900, 950, 700 101XXXX codes; (M2)
6. Authorization to employ automated collect capability (outside of confinement facilities) must not be taken to allow restriction of the end user's ability to make other types of calls, such as sent-paid coin calls, however, sent-paid international calling capability may be blocked; (M2)
7. **(DELETED)** (D)(M2)
8. Recipients of automated collect calls must not be charged more for such calls than would have been charged by the local exchange company for a local or intraLATA collect call or by AT&T Communications for an interLATA collect call. (M2)

G. PSPs may not contract with, or arrange for his PSP instruments to automatically access, any non-certified carrier for completion of intrastate calls. (M2)

H. **(DELETED)** (D)(M2)

I. Use of collect, third number or auto-collect calling is prohibited to those PSP lines which connect public facsimile and related services. (M2)

J. Notwithstanding any other *Terms and Conditions*, a PSP may restrict incoming and/or outgoing calls at any specific PSP instrument in the interest of public safety and welfare under the following conditions: (T)(M2)

1. Such restrictions have been requested in writing as to the specific PSP instrument from the chief local law enforcement officer acting within his apparent jurisdiction stating that the specific restrictions requested are needed in the interest of public safety and welfare. The PSP shall retain copies of the requests for restrictions so long as the pay phones remain restricted. (T)(M2)
2. A notice of the restrictions applicable to a PSP instrument must be posted at the instrument. The information must be printed sufficiently large and posted close enough to the telephone to be easily readable from the telephone. (M2)
3. Access to 911 Emergency Service may not be prevented.

K. With the exception of PSP instruments located in confinement facilities where the administration has specifically requested that keypad operation be blocked, the keypad of a PSP instrument must be kept open and capable of transmitting tones or dial pulses at all times. (T)(M2)

L. All keypads of PSP instruments must be of standard twelve-key touchtone design. Each numerical key must be clearly and permanently labeled with both the numeral and its standard associated combination of upper case letters. (T)(M2)

M. All PSP instruments must allow end users to access PSP refund and repair service at no charge. (T)(M2)

Pages 5.0.1, 5.1 and 5.2 are hereby deleted in their entirety and removed from this Guidebook

(N)

A7. COIN TELEPHONE SERVICE

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

- (M1)
- A7.4.3 Violations of Terms and Conditions** (T)(M2)
- A. Where any PSP equipment is used and/or connected in violation of this *Guidebook*, the Company will promptly notify the customer in writing of the violation. (T)(M2)
 - B. Failure of the customer to discontinue such use or to correct the violation will result in the suspension or immediate disconnection of the customer's service until such time as the customer complies with the provisions of this *Guidebook*. (T)(M2)
- A7.4.4 Optional Service Features** (M2)
- A. Central Office Blocking with Operator Screening (M2)

Central Office Blocking with Operator Screening is offered where facilities permit to provide a choice of restrictions at the subscriber's option. These options will be available for Access Line Service for PSP telephones as follows: (M2)

 1. Option 1 - Two-Way Service. Provides that third number and collect calls to Access Line Service for PSP telephones are not allowed. (M2)
 2. Option 2 - Two-Way Service. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to Access Line Service for PSP telephones are not allowed. (M2)
 3. Option 3 - Two-Way Service. Provides central office blocking of 7 or 10 digit local, 1+DDD, all 101XXXX direct dialed calls and 1+900 calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to Access Line Service for PSP telephones are not allowed. Provides central office blocking of 011+, and 101XXXX 011+ calls.^{1,2} (M2)
 4. Option 4 - Two-Way Service. Provides central office blocking of 1+DDD, all 101XXXX direct dialed calls and 1+900 calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to Access Line Service for PSP telephones are not allowed. Provides central office blocking of 011+ and 101XXXX 011+ calls.^{1,2} (M2)
 - Note 1:** Provides central office blocking of direct distance dialed international (011+ and 101XXXX 011+) calls to numbers outside the North American Number Plan. (M2)
 - Note 2:** Intrastate Directory Assistance calls dialed 1+919+555-1212, 1+910+555-1212 or 1+704+555-1212 will be completed and will not be blocked in the central office. (M2)

Pages 6.0.1, 6.1, 6.1.1 and 6.2 are hereby deleted in their entirety and removed from this Guidebook

(N)

M1 - Material previously appearing on this page now appears on page(s) 3 and 4 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 6.1.1 and 6.2 of this section.

A7. COIN TELEPHONE SERVICE

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

A7.4.4 Optional Service Features (Cont'd)

- A.** Central Office Blocking with Operator Screening (Cont'd)
5. Option 5 - Two-Way Service. Provides that third number and collect calls to Access Line Service for PSP telephones are not allowed. Provides central office blocking of 011+ and 101XXXX 011+ calls.^{1,3}
 6. Option 6 - Two-Way Service. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Third number and collect calls to Access Line Service for PSP telephones are not allowed. Provides central office blocking of 011+ and 101XXXX 011+ calls.^{1,3}
 7. Option 7 - Outward Only Service. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Provides central office blocking of 011+ calls.^{1,2,3}
 8. Option 8 - Outward Only Service. Provides central office blocking of 7 or 10 digit local, 1+DDD, 1+900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line.^{1,2}
 9. Option 9 - Outward Only Service. Provides central office blocking of 1+DDD, 1+900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line.^{1,2}
 10. Option 10 - Two-Way Service for use in confinement facilities utilizing line concentration. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Third number and collect calls to Access Line Service for PSP telephones are not allowed.
 11. Option 11 - Two-Way Service for use in confinement facilities utilizing line concentration. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Third number and collect calls to Access Line Service for PSP telephones are not allowed. Provides central office blocking of 011+ and 101XXXX 011+ calls.
- B.** Third number and collect calls billable to the line are not allowed, special equipment serving the originating caller's location is required to make this feature operable. Where such equipment is installed, call attempts which have been screened will not be completed. The operator will advise the calling party that alternative billing arrangements will have to be made before the call can be completed. Where such equipment is not installed, call attempts on a third number basis will be completed but will not be billed to the PSP line pending investigation. All PSP subscribers are advised that calls so completed will be thoroughly investigated as fraudulent calls. The party placing these calls will be expected to make full restitution and will be legally responsible for them. Call attempts on a collect basis which are accepted at the PSP location will be billed to the PSP line. Payment for these collect calls will be required.

Note 1: To the monthly rate shown, add an amount equivalent to sixty percent of the business individual line flat rate.

Note 2: Provides central office blocking of 011+ calls direct distance dialed to numbers outside the North American Numbering Plan.

Note 3: For the Access Line Feature Options which do not offer central office blocking of 900 calls, the feature is available at the request of the subscriber as provided under Customized Code Restriction (CCR) Option Number 4 defined in A13.20.

(T)

A7. COIN TELEPHONE SERVICE

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

A7.4.5 Rates and Charges

A. Access Line Service for PSP Telephones

Access Line Service for PSP telephones is provided on a Flat Rate basis. (M)

1. Flat Rate Service (M)

	Monthly Rate	USOC	
a. The following monthly rate is applicable to Access Line Service for PSP telephones on a per line basis in addition to b.			(M)
(1) Per Access Line			(M)
(a) Flat Rate	\$15.15¹	NA	(M)
b. The following monthly rate is applicable to Access Line Service for PSP telephones on a per line basis.			(M)
(1) Option 1 – Unrestricted, two-way			(M)
(a) Per line	0.00	12G	(M)
(2) Option 2 - Restricted, two-way ¹			(M)
(a) Per line	0.00	12H	(M)
(3) Option 3 - Restricted, two-way ²			(M)
(a) Per line	0.00	12J	(M)
(4) Option 4 - Restricted, two-way ²			(M)
(a) Per line	0.00	12K	(M)
(5) Option 5 - Restricted, two-way ³			(M)
(a) Per line	0.00	19A	(M)
(6) Option 6 - Restricted, two-way ⁴			(M)
(a) Per line	0.00	19C	(M)
(7) Option 7 - Restricted, outward ⁵			(M)
(a) Per line	0.00	1ZP	(M)
(8) Option 8 - Restricted, outward ⁶			(M)
(a) Per line	0.00	17M	(M)
(9) Option 9 - Restricted, outward ⁷			(M)
(a) Per line	0.00	17N	(M)

Note 1: The access line rate is equal to \$22.28 less the current Subscriber Line Charge (SLC) of \$7.13. Rates for the SLC may change over time. *The Company* will charge a monthly rate of \$22.28 including the current SLC. (T)(M)

Note 2: Provides screening and blocking of third number and collect calls (M)

Note 3: Provides screening and blocking of 1+DDD, all 10XXX or 101XXXX direct dialed, 1+900, 011+, 10XXX 11+ and 101XXXX 011+ calls, third number and collect calls to customer-provided public telephones are not allowed (M)

Note 4: COCOT, provides screening and blocking of third number, collect and 011+ calls (M)

Note 5: COCOT, provides screening and blocking of third number, collect, 011+ and operator assisted send paid calls (M)

Note 6: Screening and blocking of 011+ calls (M)

Note 7: Screening and blocking of 7 digit local, 1+DDD, 1+900 and 011+ calls (M)

Note 8: Screening and blocking of 1+DDD, 1+900 and 011+ calls (M)

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A7. COIN TELEPHONE SERVICE

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

A7.4.5 Rates and Charges (Cont'd)

A. Access Line Service for PSP Telephones (Cont'd)

1. Flat Rate Service for use in confinement facilities utilizing line concentration. (M)

	Monthly Rate	USOC
a. The following monthly rate is applicable to Access Line Service for PSP telephones on a per line basis. (M)		
(1) Option 10 – Restricted, two-way ¹ (M)		
(a) Per line (M)	\$0.00	CF7
(2) Option 11 – Restricted, two-way ² (M)		
(a) Per line (M)	0.00	CF8
3. Switched Access Charges for usage as provided in Sections E3 and E6 of the Access Service Tariff (or Access Services Guidebook) apply. Charges are billable to the interexchange carrier. (M)
4. Intrastate intraLATA long-distance calls dialed direct will be billed to the PSP line. (M)

Direct dialed local calls will be billed to the PSP line according to the applicable rates in 1 and 2.

Operator assisted local calls processed by a Company operator will be billed to a third number or collect to the called party at the local coin rate specified in A7.4.6.B, plus the appropriate surcharges identified in A3.9.1. (M)

Operator assisted toll calls processed by a Company operator will be billed to a third number or collect to the called party and shall include appropriate surcharges. IntraLATA Long Distance Service surcharges can be found in North Carolina's Non-Regulated Services – Pricing publication. (M)

Intrastate InterLATA long-distance charges of the underlying interLATA carrier apply. Rates for IntraLATA Long Distance Service can be found in North Carolina's Non-Regulated Services – Pricing publication. (T)(M)

The subscriber to Access Line Service for PSP Telephones shall be responsible for the payment of outgoing local calls and long-distance intraLATA calls which are charged by the calling party to a commercial credit card.
5. At the request of the subscriber, Touch-Tone Calling Service may be provided as covered in A13.2 for business individual line service. (M)
6. Where facilities are not available in the serving central office, Access Line Service for PSP Telephones may be provided from another office with applicable rates and charges as provided in Section A9 for Foreign Exchange or Foreign Central Office Service.
7. A rate equivalent to that charged on business individual line service is applicable for toll Directory Assistance Services (reference A18.1.2.A.1) plus any appropriate additive IntraLATA Long Distance Service operator services charges (found in North Carolina's Non-Regulated Services – Pricing publication). This rate is applicable to all toll Directory Assistance calls originating from pay station access lines. (T)

A rate equivalent to that charged on business individual line service is applicable for local Directory Assistance Services (reference A3.8.2.A.1) plus any appropriate additive operator services charges, as provided in A3.9.1. This rate is applicable to the twenty-sixth and all subsequent local Directory Assistance calls originating per month from a pay station access line.
8. Service charges as covered in Section A4 for business individual line service are applicable.
9. Listings in connection with Access Line Service for PSP Telephones are furnished under the same Rates, *Terms and Conditions* as other business service. (T)

Note 1: Concentrator and/or cut-off keys and switches, with screening and blocking of third number and collect calls (M)

Note 2: Concentrator and/or cut-off keys and switches, with screening and blocking of third number and collect , 011+ and 10XXX011+ calls (M)

Page 9.1 is hereby deleted in its entirety and removed from this Guidebook. (N)

A7. COIN TELEPHONE SERVICE

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

A7.4.6 Charges to Payphone Service Provider End User (M)

- A. Pursuant to Federal Communications Commission preemption of state authority over local coin rates, PSPs are permitted to charge market-based rates for local coin calls. (M)
- B. The end user of a PSP instrument may not be charged more than .2427 cents for the carriage and completion of a local non-sent paid call plus the appropriate operator assisted service charge. (M)
- C. Pursuant to Federal Communications Commission preemption of state authority over intrastate directory assistance charges, PSPs are permitted to charge market-based rates for intrastate directory assistance calls. (M)
- D. The end user of a PSP instrument may not be charged a rate higher than the rate that could be charged by *the Company* for the carriage and completion of an intrastate, interLATA toll call of the same type. (T)(M)
- E. The end user of a PSP instrument may not be charged at a rate higher than the rate that could be charged by the Company for the carriage and completion of an intrastate, intraLATA toll call of the same type. (M)
- F. The end user of a PSP instrument may not be charged by the PSP for a 0+, 101XXXX-0+ or 950 local or toll call billed to a third number or to the called party (collect). (M)
- G. The recipient of an automated collect station to station call may not be charged more for the call than would have been charged by the Company for a local or intraLATA collect station to station call or by AT&T Communications for an interLATA collect station to station call. (M)
- H. All PSP instruments outside of confinement facilities must allow access to the access line provider operator at no charge. The PSP may not impose a charge on the end user for completion of 0- local and toll calls billed to a third number or the called number (collect). (M)
- I. The end user of a PSP instrument may not be charged for the carriage and completion of any 8XX (toll free number) call. (M)

A7.5 Reserved For Future Use (M)

A7.6 Reserved For Future Use (M)

A7.7 Reserved For Future Use (M)

A7.8 (DELETED)

A7.9 Reserved For Future Use (M)

A7.10 (DELETED) (M)

A7.11 Operator Assisted Premium Plan for Payphone Service Providers (M)

A7.11.1 General (M)

Premiums (Commissions) on customer dialed operator assisted calls may be payable to subscribing customers based upon the Company's local and IntraLATA Long Distance Service operator surcharge and usage revenue generated by said calls. To participate in the Company's commission plan, Payphone Service Providers must subscribe to the Operator Services Premium Plan, as detailed in A3. 9.1.E.. (T)(M)

Pages 11 through 14 are hereby deleted in their entirety and removed from this Guidebook (N)

A8. TELEPHONE ANSWERING SERVICE FACILITIES

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A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.1 General Provisions

A8.1.1 Facilities and Equipment

- A. The Company will provide facilities, as outlined herein, for telephone answering bureaus (secretarial firms) for their use in furnishing telephone answering service for subscribers to individual and 2-party line service, IMTS and two-way dial service of a miscellaneous common carrier when they are absent or do not desire to answer their calls personally.
- B. PBX (or similar system) main station business individual line and local private line terminations may also be provided where the subscriber contracts with a telephone answering bureau to receive all incoming calls or where the telephone answering bureau wishes to terminate administrative service for answering purposes only. Standard charges for these services are applicable. (T)
- C. A concentrator-identifier is available for connecting a telephone answering bureau with secretarial lines or business individual lines of its clients located in central office areas other than that in which the telephone answering bureau is located.
- D. Local exchange trunks may be terminated in a telephone answering switchboard for the purpose of completing local or long distance calls.
- E. The telephone answering bureau may bridge calls from secretarial lines to the general exchange network over local exchange central office lines furnished the bureau for its administrative use; however, these facilities furnished by the Company are not designed for such call bridging. The telephone answering bureau bridges calls at its own risk and the Company will not be liable for defects in transmission or other service difficulties arising out of or resulting from this type connection. The service is not to be used to circumvent toll charges. Such usage is in direct violation of the intent of the service and is considered by the Company just cause to terminate the service after notice.

A8.1.2 Serving Rearrangements

- A. The existing charges for a customer's extension line mileage will continue in effect for twelve months when a change in the routing of facilities or other serving arrangements would result in the application of additional charges.
 - 1. The application of A applies when the change is required for reasons other than a customer's request. (T)
 - 2. The twelve-month period will begin effective with the first month following the change or rearrangements where such changes result in the application of increased charges and the customer's notification in writing of the rearrangements.
 - 3. Customers will be notified thirty (30) days prior to new charges being applied.
- B. The existing charges for a customer's extension line mileage will be reduced in the first month effective with the change where such changes result in the application of lesser charges.

A8.2 Rates and Charges

Telephone answering service facilities are billed at the rates and charges indicated herein to the telephone answering bureau with the exception of the facilities outlined in A8.2.4 which are billed to the client of the telephone answering bureau.

A8.2.1 Central Office Lines and Stations for Administrative Use

- A. Associated with key equipment and switchboards not arranged for making connections to administrative station lines.
 - 1. Rates and charges for Business Individual Lines, Extension Service (A13) rates and charges apply for additional terminations.
- B. Associated with switchboards arranged for making connections to administrative station lines. (M)
 - 1. Rates and charges for PBX trunks and station lines apply. (M)

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.2 Rates and Charges (Cont'd)

(M1)

A8.2.2 Concentrator - Identifier Channels

A. Where the concentrator is located in the same wire center as the TAS bureau, the following charges apply.

- 1. (Restructured to B3.4.4 of the Private Line *Guidebook*) (T)
- 2. (Restructured to B3.4.4 of the Private Line *Guidebook*) (T)
- 3. Secretarial Line Mileage

(a)	Secretarial line mileage between the TAS Bureau and its serving wire center, per line, per 1/4 mile (ALM) ¹	Installation Charge \$10.25	Monthly Rate \$6.00	USOC 1LJBR
-----	--	--	--------------------------------------	-----------------------------

B. Where the concentrator is located in a different wire center from the TAS bureau, interoffice channel charges for a Series 2000 Voice Grade Interoffice Channel in the Private Line *Guidebook* apply in addition to the charges specified in A.3.(a). (T)

- 1. (Restructured to B3.4.4 of the Private Line *Guidebook*) (T)
- 2. (Restructured to B3.4.4 of the Private Line *Guidebook*) (T)

C. (DELETED)

D. Control Channels - See B103.9 of the Private Line *Guidebook* (Type 1204) for appropriate charges. (T)(M2)

Note 1: Nonrecurring charge is per channel.

M1 - Material previously appearing on this page now appears on page(s) 1 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 3 of this section.

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.2 Rates and Charges (Cont'd)

(M1)

A8.2.3 Reserved for Future Use

A8.2.4 Billing to the Client

The following rates and charges are billed directly by the Company to the client of the Telephone Answering Bureau

	Installation \Charge	Monthly Rate	USOC
A. Secretarial Line Terminations			
1. For lines terminating directly from the central office or through concentrator-identifier			
(a) Each	-	-	SSS
B. Secretarial Line Channels			
1. Between terminations located in the same serving wire center area.			
a. Where the client is in the same building as the telephone answering firm. ¹			
(1) Charges apply for each termination			
(a) Each termination ²	\$29.00	\$.75	1LJBB
b. Where the client is connected directly to the TAS Bureau, the following charges apply.			
(1) Secretarial Line Mileage charges apply for connection between the TAS Bureau serving wire center and the TAS Bureau location.			
(a) Per 1/4 mile (ALM) ²	10.25	3.65	1LJBR

(M2)

Note 1: Charges are applicable only for those facilities in place as of June 30, 1984.

Note 2: Nonrecurring charge is per channel.

(T)

M1 - Material previously appearing on this page now appears on page(s) 2 of this section.
 M2 - Material previously appearing on this page now appears on page(s) 4 of this section.

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.2 Rates and Charges (Cont'd)

A8.2.4 Billing to the Client (Cont'd)

B. Secretarial Line Channels (Cont'd)

	Installation Charge	Monthly Rate	USOC	(T)
2. Between terminations located in different serving wire center areas.				
a. Where the client is directly connected to the TAS Bureau, interoffice channel charges apply. ¹				(T) (M1)
(1) Restructured to B3.4.4 of the Private Line <i>Guidebook</i>				
(2) Restructured to B3.4.4 of the Private Line <i>Guidebook</i>				(T)(M1)
(3) Secretarial Line Mileage charges apply for the connection between the TAS Bureau serving wire center and the TAS Bureau location.				
(a) Per 1/4 mile (ALM) ^{2,3}	\$10.25	\$3.65	1LJBR	
b. Where the client is connected to a concentrator in the client's serving central office area.				
(1) Concentrator Line Termination				
(a) Each connection ³	10.25	2.95	S6T	
c. Where the client is connected to the TAS Bureau through concentrator-identifier equipment located in a central office area other than the client's serving central office area and is bridged to the concentrator in the central office. ¹				
(1) Restructured to B3.4.4 of the Private Line <i>Guidebook</i>				(T)
(2) Restructured to B3.4.4 of the Private Line <i>Guidebook</i>				(T)
(3) Concentrator Line Termination				
(a) Each connection ³	10.25	2.95	S6T	(M2)
Note 1: The rates and charges for a Series 2000 Voice Grade Interoffice Channel in the Private Line <i>Guidebook</i> apply.				(T)
Note 2: When the client requests that a telephone number be terminated, only at the TAS Bureau, exchange rates for the class of service requested apply in lieu of the Secretarial Line Mileage charges.				
Note 3: The nonrecurring charge is per channel.				
Note 4: The rates and charges for a Series 2000 Voice Grade Interoffice Channel in the Private Line <i>Guidebook</i> apply.				(M1)(T)

M1 - Material appearing on this page previously appeared on page(s) 3 of this section.
M2 - Material previously appearing on this page now appears on page(s) 5 of this section.

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.2 Rates and Charges (Cont'd)

A8.2.4 Billing to the Client (Cont'd)

B. Secretarial Line Channels (Cont'd)

3. Between terminations located in different exchanges (Cont'd)

	Installation Charge	Monthly Rate	USOC
a. Where the client is directly connected to the TAS Bureau, interoffice channel charges apply. ¹ (Cont'd)			
(1) Restructured to B3.4.4 of the Private Line <i>Guidebook</i>			(M1)(T)
(2) Restructured to B3.4.4 of the Private Line <i>Guidebook</i>			(M1)(T)
(3) (DELETED)			(T)
(4) (DELETED)			
(5) Secretarial Line Mileage charges apply for the connection between the TAS Bureau serving wire center and the TAS Bureau location			
(a) Per 1/4 mile (ALM) ^{2,3}	\$10.25	\$3.65	1LJBR
b. Where the client is connected to the TAS Bureau through a concentrator-identifier equipment located in a wire center in the same exchange as the TAS Bureau and is bridged to the concentrator in the central office. ¹			
(1) (DELETED)			
(2) (DELETED)			
(3) (DELETED)			
(4) (DELETED)			
(5) Concentrator Line Termination			(M2)
(a) Each connection ³	10.25	2.95	S6T (T)(M2)
Note 1: The rates and charges for a Series 2000 Voice Grade Interoffice Channel in the Private Line <i>Guidebook</i> apply.			
Note 2: When the client requests that a telephone number be terminated only at the TAS Bureau, exchange rates for the class of service requested apply in lieu of the Secretarial Line Mileage charges.			
Note 3: Nonrecurring charge is per channel.			

M1 - Material appearing on this page previously appeared on page(s) 4 of this section.

M2 - Material appearing on this page previously appeared on page(s) 6 of this section.

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.2 Rates and Charges (Cont'd)

A8.2.4 Billing to the Client (Cont'd)

C. Service Connection Charges (M1)

1. For each secretarial line connected either directly to the telephone answering facility or through concentrator-identifier equipment the following charge applies.

	Installation Charge	Monthly Rate	USOC	
(a) Each ¹	\$29.00	-	NA	(T)
2. Main station lines - The charges specified in the "Service Charges" Section of this <i>Guidebook</i> for main station service apply.				(T)
3. Changes of client's lines from a direct connection to a telephone answering facility to a connection through concentrator-identifier equipment or vice versa are made without charge.				

- D.** Lines of clients terminated only in telephone answering facilities for answering purposes only are at the business access line rates quoted in Section A3, "Basic Exchange Service" for Flat Rate (USOC SJ4), Message Rate (USOC LCM) or Measured Service (USOC SMQ), subject to the availability of these offerings, plus the rate specified in A8.2.4.A for a secretarial line termination. (T)

A8.2.5 Reserved for Future Use

A8.3 Central Office Concentrator Service

A8.3.1 General

- A.** Central Office Concentrator Service is available to any subscriber who has a need for concentration of incoming calls to clients' Central Office exchange lines. The service is provided by the Company through the use of concentrator(s) located in the Company's Central Office. The concentrator(s) concentrates incoming calls to some number of client lines to some smaller number of trunks/channels connected to the subscriber's premises equipment.² (T)
- B.** Central Office Concentrator Service, upon detecting a ringing signal to the client's line, will immediately process the call, with unique identification, to the subscriber's premises equipment. A variable ring count feature whereby the client's ring count can be changed from the subscriber premises is also provided. The signaling arrangement employed in processing the call from the concentrator to the subscriber's premises equipment is standard Direct Inward Dialing (DID) type signaling. (M2)
- C.** Central Office Concentrator Service can be used with either compatible Company-provided or customer-provided equipment located on the subscriber's premises. (M2)

Note 1: Where the secretarial line is bridged in the central office this charge does not apply in connection with a main station change of address within the same wire center area. (T)

Note 2: "Subscriber" as used in this Section refers to the Company customer. "Client" as used in this Section refers to the customer of the Company's subscriber. (T)

M1 - Material previously appearing on this page now appears on page(s) 5 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 7 of this section.

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.3 Central Office Concentrator Service (Cont'd)

A8.3.2 Terms and Conditions

- A. Channels connecting the concentrator with the subscriber's premises shall be provided at rates applicable to concentrator-identifier services, as specified in A8.2.2.A.
- B. Client line terminations on the concentrator (billed to the client) shall be provided at rates shown for Secretarial line terminations.
- C. Central Office Concentrator Service is designed to work with all premises equipment which is capable of receiving standard DID type signaling. However the Company does not guarantee the compatibility of Central Office Concentrator Service with any particular manufacturer's premises equipment.

A8.3.3 Central Office Concentrator Service - Type A

A. Description of Service Elements

1. Master Concentrator - The Master Concentrator provides for up to 256 client line terminations and 16 outgoing trunks/channels to the subscriber's premises.
2. Slave Concentrator - Slave Concentrators must be located in the same Central Office as the host Master Concentrator. Up to 2 Slave Concentrators can be connected to a Master Concentrator.
Each Slave Concentrator provides for up to 256 additional client line terminations. When a Master Concentrator and 2 Slave Concentrators are employed, there is a capacity for 768 client line terminations and 16 outgoing trunk/channel terminations.
3. Concentrator Line Card - The Concentrator Line Card provides for connection of up to 32 client lines to the concentrator/matrix switch. Eight of these cards may be connected for a single 256 line concentrator assembly. This card is used in both the Master and Slave Concentrators.
4. Client Line Control - Client Line Control provides capability for the concentrator to transfer control of a completed call from the answering service attendant back to the client (originally called party) if the client goes off-hook, thus eliminating any possible interference between the answering service attendant and the client.

Variable Ring Count is also provided as a feature which allows the client's line to be answered immediately or after three or five rings; selection is also provided for no-answer. The no-answer alternative would be employed for non-24 hour customers and would effectively deactivate service as desired. Also required for operation with each Master Concentrator, when using the variable ring count feature, are 108 type data sets and a 300 or 1200 baud channel.

(M1)

(T)

(T)

(M2)

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.3 Central Office Concentrator Service (Cont'd)

A8.3.3 Central Office Concentrator Service - Type A (Cont'd)

- B. Payment Option Plan** (T)
1. Central Office Concentrator Service - Type A is offered under the Variable Term Payment Plan (VTPP) as described in Section A22, except as specified in 2. (M1)(T)
 2. Options and Conditions Under VTPP (T)
 - a. Customers may select one of three payment periods - 1 month, 48 months, or 72 months. A different rate applies for each payment period. (M1)
 - b. VTPP provisions relating to moves within a jurisdiction and to moves between jurisdictions do apply. Moves however must be out of service moves and must recover all applicable costs.
 - c. A customer converting from Two-Tier AUTOTAS[®] concentrator service to Central Office Concentrator Service - Type A may do so subject to the following conditions.
 - (1) Any specific non-recurring charges which were deferred under the Two-Tier Payment Plan must be paid before the customer is eligible for transition.
 - (2) The customer's entire concentrator service at a given Central Office location must be converted to VTPP at monthly rates specified in A8.3.3.C. Entire concentrator service includes a Master Concentrator, plus any associated Slave Concentrators, Concentrator Line Cards, and Client Control Circuits. (T)
 - (3) Remaining Two-Tier Basic (Tier A) charges do not apply to equipment which is converted to Central Office Concentrator Service - Type A provided the customer elects a VTPP period of longer than one month.
 - (4) A one-time charge for conversion from AUTOTAS[®] concentrator service provided under the Two-Tier payment plan to Central Office Concentrator Service - Type A is applicable as shown in Section A8.3.3.C.
 - d. Supersedure, as defined in *Section A22*, is permitted. A transfer charge, as shown in Section A8.3.3.C is applicable to the new customer. (T)
 - e. Termination charges applicable depend on the payment period selected, as follows:
 - 1 month - None
 - 48 months - 60 Percent of the remaining amount due.
 - 72 months - 60 Percent of the remaining amount due.

(M2)

A8. TELEPHONE ANSWERING SERVICE FACILITIES

A8.3 Central Office Concentrator Service (Cont'd)

A8.3.3 Central Office Concentrator Service - Type A (Cont'd)

C. Rates and Charges

1. Equipment

	Installation Charge	Variable Term Options Monthly Rate			USOC	
		1 Months	48 Months	72 Months		
(a) Master Concentrator, each ^{1,2}	\$7,590.75	\$698.15	\$618.50	\$552.90	ECR	(M)
(b) Slave Concentrator, each ¹	2,066.25	196.80	173.40	149.95	ECV	(M)
(c) Concentrator Line Card, per 32 Client Lines or fraction thereof, each ¹	45.00	89.05	76.85	66.55	EC2	(M)
(d) Client Line Control, per 25 Client Line Terminations or fraction thereof, each ¹	140.50	39.35	32.80	28.10	EC7	

2. Equipment Addition Charges

a. These charges consist of a system charge and any applicable unit charges. These charges apply when rate elements are added to existing service and are in addition to the Installation Charges shown for any rate elements being added.

(1) System Charge

(a) Per occasion \$ 515.25 NA

(2) Unit Charge

(a) Slave Concentrator, per unit 1,311.75 NA

(b) Concentrator Line Card, per unit 210.75 NA

(c) Client Line Control, per unit 112.50 NA

3. Transfer of Service

Supersedure of service, as defined in the VTPP, is permitted subject to the following transfer of service charge.

(a) Each transfer 93.75 NA

4. Conversion of Concentrator Service

Conversion from AUTOTAS[®] concentrator service provided under the Two-Tier payment plan to Central Office Concentrator Service - Type A is permitted subject to the following charge.

(a) Per Master Concentrator 4,685.50 NA

Note 1: Installation charge does not apply to concentrator service converted from AUTOTAS[®] Two-Tier Payment Plan to VTPP. See conversion charge as specified in A8.3.3.C.4.

Note 2: In addition apply rates and charges for the appropriate data sets and data channel. (M)

A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

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A9.2.2	Rates and Charges	13	(T)
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A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.1 Foreign Exchange Service

A9.1.1 *Terms and Conditions*

- A. Foreign exchange service is exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served. This service may only be provided where all facilities and serving points are located in the same LATA. (T)
- B. Foreign exchange service is offered in connection with flat rate or Community Caller Plus individual line service, flat rate or Community Caller Plus PBX service, flat rate or Community Caller Plus network access registers and flat rate or Community Caller Plus Centrex Type Services only.
- C. Other services, equipment or facilities used in connection with foreign exchange service, except as otherwise indicated in this *Guidebook*, are furnished subject to the Rates, *Terms and Conditions* applying in the foreign exchange from which the subscriber is served. (T)
- D. Foreign exchange service is furnished subject to the same restriction as to the use of the service by other than the subscriber and his representatives, as apply in connection with other classes of service.
- E. Subscribers to foreign exchange service are not required to subscribe to other service in the exchange from which they would normally be served.
- F. Where the serving foreign exchange is a multi-office exchange, foreign exchange service will be provided from whichever central office would be most economical to the Company; if an applicant desires operation from a different central office and facilities are available therefore, foreign central office charges as per A9.2 will apply for the channel required between the Company selected central office and the central office from which the applicant desires to be served.
- G. Allowance for Interruptions for Foreign Exchange Service
 - 1. For the access line services described in B, the *Terms and Conditions* for interruption of service in A2.4.4 will apply. (T)
 - 2. For the interexchange channel portion of the Foreign Exchange Service, the *Terms and Conditions* for interruption of service as shown in the Private Line *Guidebook* will apply. (T)

Long Distance Message Telecommunications service furnished at a customer's request when his foreign exchange service is interrupted, is charged at Long Distance Message Telephone *service* rates. (T)
- H. All negotiations for the establishment of foreign exchange service will be initiated by the prospective subscriber with the Company having the exchange from which he normally would be served.
- I. Resale of Foreign Exchange Service is provided to certified long distance carriers through the use of Feature Group A, Switched Access Service from the Access Service Tariff. (M)

A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.1 Foreign Exchange Service (Cont'd)

A9.1.1 Terms and Conditions (Cont'd)

J. Foreign exchange service to an Extended Area Service group of exchanges or to a Metropolitan Service Area will normally be provided from the principal exchange(s) or switching center(s) of that group or area. However, upon customer insistence Foreign Exchange service may be provided from any exchange in the state to any other exchange in the state in accordance with 1 and 2. Interexchange channel (IXC) mileage charges and channel terminal charges as specified in A9.1.3 depend upon the distance between rate centers.¹ (T)(M1)

The rate centers between which the mileage is measured depend in some cases upon the principal exchange or switching center designated for the foreign exchange. The various cases and the distances for which the mileage charges and channel terminal charges are applicable are specified following. The foreign exchange is the exchange from which dial tone is provided. The home exchange is the exchange in which the subscriber is located. (M1)

Service Desired

IXC Mileage Charges apply for the distance between:

1. Between exchanges within the same EAS Group:²
 - a. The calling scope of the home exchange includes as a minimum all exchanges in the calling scope of the foreign exchange.
 - b. The calling scope of the home exchange does not include all the exchanges in the calling scope of the foreign exchange and:
 - (1) The foreign exchange is its own principal switching center or has only one principal switching center or
 - (2) The foreign exchange has two principal switching centers.
2. Between exchanges not within the same EAS Group:
 - a. The foreign exchange is its own principal switching center or has only one principal switching center.
 - b. The foreign exchange has two principal switching centers.

The foreign exchange and the home exchange.

The home exchange and the principal switching center plus the distance (if any) between the foreign exchange and the principal switching center.

The foreign exchange and the home exchange plus the distance to the principal switching center which is not associated with the home exchange.

The home exchange and the principal switching center plus the distance (if any) between the foreign exchange and the principal switching center.

The home exchange and the nearest principal switching center plus the distance from the nearest principal switching center to the foreign exchange plus the distance from the foreign exchange to the second principal switching center.

Services established to Extended Area Service points on or before November 10, 1966, will be continued at the same address for the same customer under the **Terms and Conditions** existing prior to November 10, 1966, until such services are discontinued or otherwise replaced. (M2)

Services established to Non-Extended Area Service points as well as those established under existing **Terms and Conditions** which would be altered by the introduction of new or enlarged Extended Area Service plans will be continued under **Terms and Conditions** in effect at the time of establishment of service until such time as discontinued or otherwise replaced. For purposes of this **Conditions**, the effective date of the introduction of new enlarged Extended Area Service plans will be the date on which formal approval to establish the service is given. (T)(M2)

Note 1: No rates or charges other than the interexchange channel charge and channel terminal charge are affected by principal switching center provisions. The channel terminal charge is affected only to the extent that the distance determined by the provisions dictates which charge to apply, i.e., \$26.65 or \$36.70.

Note 2: For the purposes of this provision two exchanges are considered to be in the same EAS group if the calling scope of each exchange includes the other exchange.

M1 - Material appearing on this page previously appeared on page(s) 1 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 3 of this section.

A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.1 Foreign Exchange Service (Cont'd)

A9.1.1 Terms and Conditions (Cont'd)

- K. The principal exchange(s) or switching center(s) of *the Company* are set forth following. The principal exchange(s) or switching center(s) of telephone companies other than *the Company* are set forth in Section A9.1 of those companies' tariffs.
- L. Exchanges and Their Principal Switching Centers¹

EXCHANGE	PRINCIPAL EXCHANGE OR SWITCHING CENTER
Acme	Wilmington
Anderson	Burlington
Apex	Raleigh
Arden	Asheville, Hendersonville
Asheville	Asheville
Atkinson	Atkinson
Belmont	Charlotte, Gastonia
Bessemer City	Gastonia

Note 1: See Section A9.1.1.J.

(T)
(M)
(T)

A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.1 Foreign Exchange Service (Cont'd)

A9.1.1 Terms and Conditions (Cont'd)

(T)

L. Exchanges and Their Principal Switching Centers¹ (Cont'd)

EXCHANGE	PRINCIPAL EXCHANGE OR SWITCHING CENTER
Black Mountain	Asheville
Blowing Rock	Blowing Rock
Bolton	Bolton
Boone	Boone
Burgaw	Burgaw
Burlington	Burlington
Canton	Canton
Caroleen	Forest City, Rutherfordton
Carolina Beach	Wilmington
Cary	Raleigh
Castle Hayne	Burgaw, Wilmington
Chapel Hill	Chapel Hill
Charlotte	Charlotte
Cherryville	Lincolnton, Shelby
Claremont	Newton
Cleveland	Salisbury
Clyde	Canton, Waynesville
Davidson	Charlotte
Denver	Lincolnton, Newton
Ellenboro	Forest City, Rutherfordton
Enka-Candler	Asheville
Fairmont	Lumberton
Fairview	Asheville
Forest City	Forest City
Gastonia	Gastonia

Note 1: See Section A9.1.1.J.

A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.1 Foreign Exchange Service (Cont'd)

A9.1.1 Terms and Conditions (Cont'd)

(T)

L. Exchanges and Their Principal Switching Centers¹ (Cont'd)

EXCHANGE	PRINCIPAL EXCHANGE OR SWITCHING CENTER
Gibson	Laurinburg
Goldsboro	Goldsboro
Grantham	Goldsboro
Greensboro	Greensboro
Grover	Shelby, Kings Mountain
Hamlet	Hamlet
Hendersonville	Hendersonville
Huntersville	Charlotte
Julian	Greensboro
Kimesville	Burlington
Kings Mountain	Kings Mountain
Knightdale	Raleigh
Lake Lure	Hendersonville, Rutherfordton
Lattimore	Shelby
Laurinburg	Laurinburg
Lawndale	Shelby
Leicester	Asheville
Lenoir	Lenoir
Lincolnton	Lincolnton
Locust	Locust
Long Beach	Southport
Lowell	Gastonia
Lumberton	Lumberton
Maggie Valley	Canton, Waynesville
Maiden	Newton, Lincolnton

Note 1: See Section A9.1.1.J.

A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.1 Foreign Exchange Service (Cont'd)

A9.1.1 Terms and Conditions (Cont'd)

(T)

L. Exchanges and Their Principal Switching Centers¹ (Cont'd)

EXCHANGE	PRINCIPAL EXCHANGE OR SWITCHING CENTER
Monticello	Greensboro
Morganton	Morganton
Mt. Holly	Charlotte, Gastonia
Mt. Olive	Goldsboro
Newland	Newland
Newton	Newton
Pembroke	Lumberton
Raleigh	Raleigh
Reidsville	Reidsville
Rockingham	Rockingham
Rowland	Lumberton
Ruffin	Reidsville
Rutherfordton	Rutherfordton
Salisbury	Salisbury
Saxapahaw	Burlington
Scotts Hill	Wilmington
Selma	Smithfield
Shelby	Shelby
Southport	Southport
Spruce Pine	Spruce Pine
Stanley	Gastonia
Statesville	Statesville
Stony Point	Statesville, Taylorsville
Summerfield	Greensboro
Swannanoa	Asheville
Taylorsville	Taylorsville
Troutman	Statesville
Waynesville	Waynesville
Wendell	Raleigh
Wilmington	Wilmington
Winston-Salem	Winston-Salem
Wrightsville Beach	Wilmington
Zebulon	Raleigh

Note 1: See Section A9.1.1.J.

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A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.1 Foreign Exchange Service (Cont'd)

(M)

A9.1.2 Types and Descriptions

- A. These channels are furnished on a single-point basis (except as specified in A9.1.3.A.2) for service seven (7) days per week, 24 hours per day, for a minimum period of one month. These channels may also be furnished on a link (partial channel) basis when connected to FlexServ service and/or MegaLink channel service. The transmission characteristics are the same as specified for Extension and Tie Line Service, as specified in Section A13. (T)
- 1. Station Terminals for use with foreign exchange service are described as follows:
 - a. Type 2006 - A two-wire interface with effective two-wire facilities furnished for voice transmission - Foreign Exchange Use.
 - b. Type 2010 - A two-wire interface with effective two-wire facilities furnished for voice transmission - Off-premises Residence or Business Use.

A9.1.3 Rates and Charges

- A. The rate for Foreign Exchange Service is the nonrecurring and monthly rate for access line service described in A9.1.1.B, and extension service applicable with the serving Foreign Exchange plus charges specified following. In addition, when dial tone is furnished from a Community Circle Plan or Expanded Local Service exchange, usage charges apply as specified in A3.4.28 or A3.13, respectively. (T)
- 1. Where the applicant for Foreign Exchange Service is so located that it would be more economical to the Company to provide the Foreign Exchange Service direct from the Foreign Exchange to the applicant's location by the extension or utilization of existing plant. Facilities may not cross LATA boundaries.
 - a. For distance from the applicant's location to the Central Office in the Foreign Exchange area from which service is to be furnished, a mileage charge, per mile or fraction thereof, airline measurement, will apply.
 - (1) Per channel

	Monthly	
	Rate	USOC
	\$8.30	1LPB4

- (a) Per mile
- b. Charges for Connection of Service contained in A9.1.3.A.3 are applicable.
 - Note 1:** See Section A9.1.1.J.

A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.1 Foreign Exchange Service (Cont'd)

A9.1.3 Rates and Charges (Cont'd)

A. (Cont'd)

2. Where the applicant for Foreign Exchange Service is so located that is not economical for the Company to provide the Foreign Exchange Service direct from the Foreign Exchange to the applicant's location by the extension or utilization of existing plant.

	Nonrecurring Charge	Monthly Charge	USOC	
a. Per Station Terminal ¹				
(1) Band 1				
(a) Type 2006	\$ 72.25	\$.40	9B1++	
(b) Type 2010	117.50	9.95	9B1++	
(2) Band 2				
(a) Type 2006	131.50	25.35	9B2++	
(b) Type 2010	177.50	38.90	9B2++	
(3) Band 3				
(a) Type 2006	131.50	44.35	9B3++	
(b) Type 2010	177.50	58.00	9B3++	
(4) Band 4				
(a) Type 2006	131.50	88.20	9B4++	
(b) Type 2010	177.50	102.30	9B4++	
b. For a channel between different buildings on same continuous property				
(1) First 1/10 mile				
(a) Type 2010 use	88.25	1.70	1LL+E	
(2) Each additional 1/10 mile				
(a) Type 2010	-	1.40	1LL+E	
c. (DELETED)				
d. For use with Station Terminals				(M)
(1) Interexchange Channel, per mile (measured airline distance between rate centers).				(M)
(a) Channels 10 miles or less, per mile	-	4.35	1LP+4	(M)
(b) Channels over 10 miles, per mile	-	1.70	1L6+4	(M)
(2) Channel Terminal, two per interexchange channel				(M)
(a) Where the interexchange mileage is 10 miles or less, per channel terminal	20.50	26.65	P1N	(M)
(b) Where the interexchange mileage is over 10 miles, per channel terminal	21.50	36.70	P3N	(M)

Note 1: On single point service, only one Type 2006 Station Terminal is required for Foreign Exchange Service. On multi-point service, one Type 2006 Station Terminal and a minimum of one Type 2010 is required for Foreign Exchange Service. Band descriptions are as specified in the Company's Private Line *Guidebook*, Section B103.

A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.1 Foreign Exchange Service (Cont'd)

A9.1.3 Rates and Charges (Cont'd)

A. (Cont'd)

3. Charges for Connection of Service

	Nonrecurring Charge	USOC	
a. The Nonrecurring Charges in a through c are applicable per request for all channel services ordered and installed at the same time for termination at the same premises, and include the engineering design function. In addition, the Line Connection Charge in Section A4 is applicable for installation of the associated exchange service. If the main service is being changed, the Line Change Charge in Section A4 will apply. The Secondary Service Charge will apply for Inside Moves.			(M1)
(1) Type Use, per Service Request			
(a) Type 2006	\$140.00	NA	
(b) Type 2010 ¹	127.75	NA	
(2) Inside Moves			
(a) Type 2010	79.00	NA	
b. A Premises Visit Charges is applicable for the installation or inside move of foreign exchange terminations when a premises visit is required. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated at the same premises at the same time.			
(1) Per Station Terminal			
(a) Type 2010	19.75	NA	
c. Inside Moves- for moving a channel terminal at the customer's premises from one point within a building to another point within the same building.			(M2)
(1) Connection Charges			(M2)
(a) Type 2010	\$44.25	NA	(M2)
d. Service Charges for the exchange service requested are as specified in Section A4. Nonrecurring charges for service provided in Section A9.1 are applicable for the connection and testing of Station Terminals and Channel Terminals.			(M2)

Note 1: Not applicable to Type 2010 station terminal ordered and installed at the same time as Type 2006 station terminal.

M1 - Material previously appearing on this page now appears on page(s) 8 of this section.
M2 - Material appearing on this page previously appeared on page(s) 10 of this section.

A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.1 Foreign Exchange Service (Cont'd)

A9.1.3 Rates and Charges (Cont'd)

A. (Cont'd)

4. Foreign Exchange Service is normally furnished on a single point basis. However, where facilities permit, Multipoint service may be provided within the same LATA. Rates and charges are as specified in A9.1.3.A, plus those charges for multipoint bridging as specified herein. The first customer location in a foreign exchange is to be designated as the Type 2006 station terminal. Each additional customer premises served in the same exchange and/or different exchange as the Type 2006 station terminal and/or other exchange providing the foreign exchange service (dial tone) is to be designated a Type 2010 station terminal. Interexchange mileage charges for multipoint service is that combination of airline distance connecting rate center points which will produce the lowest total interexchange mileage charge. Each channel connected to an interexchange switching arrangement is considered a separate channel for which the mileage is independently computed.

Where bridging is provided at the "open end" (dial tone end) of Foreign Exchange Service, then a bridging charge is also applicable for connection of the bridge to local switching equipment that provides access to the public switched network. This is in addition to bridging charges for each of the Type 2006 and 2010 channel links bridged at that location. The switched network bridged connection is to be treated and charged as an interexchange channel connection to a bridge.

Standard quality of transmission levels is assured on multipoint Foreign Exchange Service. This provision does not extend to multi-station bridging on a customer's premises unless multi-station bridging is also provided at the same charges as for Type 2001 Station Terminals.

- a. For Type 2006 and 2010 Station Terminals

	Nonrecurring Charge	Monthly Charge	USOC
(1) Per Station Terminal Bridged			
(a) Each	\$41.25	\$11.25	MPA1X
(2) Per Interexchange Channel Bridged			
(a) Each	41.25	10.35	MPC1X
5. (DELETED)			

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A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.1 Foreign Exchange Service (Cont'd)

A9.1.3 Rates and Charges (Cont'd)

A. (Cont'd)

- 6. The rate center of an exchange is the point from which long distance message telecommunications service rates are measured.
- 7. The local service area of, and long distance rates to and from main stations, Centrex Type Services stations or PBX systems connected for foreign exchange service are the same as regularly apply to stations located in the foreign exchange area. Charges, if any, for messages to foreign exchange main stations, Centrex Type Services stations or Private Branch Exchange Systems are the established rates for messages to stations located in the foreign exchange area.
- 8. Foreign exchange service may be furnished involving two areas of the Company or involving an area of the Company and an area of an Independent Company when the Independent Company is willing to concur in arrangements for furnishing such service. In those cases where a portion of the service is furnished by an Independent Company, the rates and regulations of the Independent Company apply to the part of the exchange service it furnished. Where the Independent Company furnishes a portion of the interexchange facilities and
 - a. Concurs in the interexchange Rates, *Terms and Conditions* of this Company as specified in A9.1.2 and A9.1.3, the mileage measurement and mileage charges will be as indicated in A9.1.3.A.2. (T)
 - b. Applies its tariff mileage charges to the point of connection with facilities of this Company, the portion of the facilities furnished by this Company will be at the rates and mileage measurements as specified in Section A9.1.3.A.2 to the same point of connection, the total charges being the sum of the charges of each Company. (T)
- 9. Where interstate alternate full period-foreign exchange service is provided, an intercept arrangement may be furnished which transfers the foreign exchange number to a receiving only local number when the service is in the full period condition. This arrangement contemplates a standard termination in a handset, key equipment or PBX and is furnished at the following rates and charges:

	Installation Charge	Monthly Rate	USOC
(a) Intercept arrangement to permit calls made to the foreign exchange number to be received at the customer's locaton in the foreign exchange during the period the service is in full period condition.	\$14.00	\$8.00	37H

10. Four Wire Service Terminating Arrangement

The Four Wire Service Terminating Arrangement permits switching equipment that is designed to use four wire terminations to be connected to the Company's standard two wire Foreign Exchange (FX) exchange facilities toll network. While this offering contemplates the use of four wire facilities, between the local serving Central Office and the premises switching equipment, two wire facilities may be used. Transmission performance that meets the established standards of the Company will be obtained over facilities connected to a Four Wire Service Terminating Arrangement. If a customer requests improvement beyond this, additional equipment will be provided, where facility conditions permit, subject to additional rates and charges based on the costs incurred.

- a. The following rates and charges are for the Four Wire Service Terminating Arrangement only and are in addition to the applicable rates and charges for the FX trunk with which it is associated. (M)

(1) Four Wire Service Terminating Arrangement (M)

	Nonrecurring Charge	Monthly Rate	USOC
(a) Each ¹	\$305.50	\$14.10	4WF

Note 1: For new installations, the Nonrecurring Charge is in addition to the appropriate FX Nonrecurring Charge and Premise Visit Charge provided in A9.1.3.A, and to the Line Connection Charge found in Section A4. For conversions from existing 2-wire FX to 4-wire FX service, the Nonrecurring Charges will apply in addition to the Secondary Service Charge in Section A4. (T)(M)

A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

(M1)

A9.2 Foreign Central Office Service

A9.2.1 *Terms and Conditions*

(T)

- A. Foreign central office service is exchange service furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished.
- B. Foreign central office service is offered in connection with individual line main station service and PBX service only.
- C. Other services, equipment or facilities used in connection with foreign central office service, except as otherwise indicated in this *Guidebook*, are furnished subject to the Rates, *Terms and Conditions* applying in the foreign central office from which the subscriber is served. (T)
- D. No allowance is made for interruptions of less than twenty-four hours. For interruptions of twenty-four hours or more, credit is allowed for the proportionate part of the monthly charge in multiples of one day for each twenty-four hours or major fraction thereof, of interruption for the portion of the facilities rendered inoperative by reason of the interruption.

(M2)

A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.2 Foreign Central Office Service (Cont'd)

A9.2.2 Rates and Charges

A. The rate for foreign central office service is the monthly rate for the class of service desired, plus a foreign central office charge. The charges are for the furnishing of interoffice channels including channel terminals between the central office from which the subscriber would normally be served and the foreign central office, i.e., the central office from which the subscriber desires to be served. (T)(M)

1. Interoffice Channel and Channel Terminal Charges (T)

	Nonrecurring Charge	Monthly Charge	USOC	
a. Interoffice Channel (measured airline distance between serving central offices)				(M)
(1) Per Channel				(M)
(a) Per mile	-	\$10.50	1LX4H	(M)
b. Channel Terminal, each				
(1) Two per Interoffice Channel				
(a) Per channel terminal	\$36.50	4.70	PMN1A	

2. Service Connection Charges

a. Service Connection Charges following are applicable per request for all channel service ordered and installed at the same time for termination at the same premises, and include the engineering design function. In addition, Service Charges in Section A4 are applicable to the associated exchange service.

(1) Type Use, per Service Request

(a) Type 2106		Nonrecurring Charge \$170.75	USOC NA	
b. Other Service Charges are as specified for the exchange service which the customer requested.				

A9.3 Reserved for Future Use

A10. KEY AND PUSHBUTTON TELEPHONE SERVICE

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A10.1	(DELETED)	1	
A10.2	(DELETED)	1	
A10.3	(DELETED)	1	
A10.4	(DELETED)	<i>I</i>	(T)

A10. KEY AND PUSHBUTTON TELEPHONE SERVICE

A10.1 (DELETED)

A10.2 (DELETED)

A10.3 (DELETED)

A10.4 (DELETED)

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A11. PRIVATE BRANCH EXCHANGE SERVICE

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A11. PRIVATE BRANCH EXCHANGE SERVICE

A11.1 General

A11.1.1 General Terms and Conditions

- A. Private Branch Exchange service, commonly known as PBX service, provides an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance telephone network to other subscribers.
- B. Except as provided hereinafter, flat rate trunks are offered to both business and residence subscribers. Message rate trunks are offered to business subscribers only at those exchanges quoting business individual line message rates and for hospital and retirement center service at all exchanges. Message rate PBX service is not offered for residence or Centralized Incoming PBX Service (obsolete).
- C. Hotel PBX service is the only class of service available to hotels, motels, tourist courts and time-share or condominium complexes serving primarily transient tenants for the joint use of the management and guests. It is also available for use of tenants of apartment units in hotels and hotel-apartments. The management may subscribe for separate business service for its administrative use. Guests may individually subscribe to separate residence service.

Hotel PBX service is available in connection with certain types of dial as well as manual systems. Dial systems are furnished on a measured basis where facilities are available or message rate otherwise, or on a combination arrangement providing for administrative use on a flat rate basis and guests' use on a measured basis where facilities are available or message rate otherwise. Access to flat rate trunks from the measured or message rate stations furnished in guests' rooms is not permissible with the combination arrangement. Manual installations are made only on a measured basis where facilities are available or message rate otherwise.
- D. Hospital PBX service is furnished for the joint use of management and patients of hospitals on either a regular business flat or message rate basis, or on a combination flat and message rate basis. With certain types of dial systems, a combination arrangement is available providing for administrative use on a flat rate basis and patients' use on a message rate basis. This arrangement does not permit outgoing calls access to flat rate trunks from the message rate stations in patients' rooms. However, hospitals may have flat rate service in patients' rooms as well as flat rate service for their administrative use where it can be provisioned.
- E. Retirement Center PBX service is furnished for the joint use of management and retirees of licensed retirement centers on either a regular business flat or message rate basis, or on a combination flat and message rate basis. With certain types of dial PBX systems, a combination arrangement is available providing for administrative use on a flat rate basis and retirees' use on a message rate basis. This arrangement does not permit access to flat rate trunks from the message rate stations in the retirees' rooms. Retirees may individually subscribe to separate residence service.
- F. The rates specified hereinafter apply for PBX station lines located on the same premises and in the same building as the switchboard. For station lines not so located, extension line charges shall apply as specified in Section A13.

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A11. PRIVATE BRANCH EXCHANGE SERVICE

A11.2 Trunk Lines (Cont'd)

A11.2.1 General Terms and Conditions

- A. Trunk line rates apply to all central office lines terminated in Private Branch Exchange (PBX) switching equipment, Automatic Call Distributors, a common group of switched lines (pooled) connected to HORIZON systems and to other such lines as covered below: (T)(M)
 - 1. Where incoming calls terminated in an attendant position are switched through the use of a cord(s), electromechanical switching or electronic switching apparatus to a station, such line is classified as a trunk. (M)
 - 2. For outgoing calls, if the station user dials or actuates a key or button which causes some equipment to select a line by employing switching functions and such line is shared by other station users, the line is classified as a trunk.
- B. Nonrecurring charges are applicable as specified in Section A4. (T)

A11.2.2 Business (Commercial)

- A. Flat Rate
 - 1. Trunks¹
- B. Message Rate (In exchanges where message rates are quoted in Section A3.)
 - 1. Trunks²

A11.2.3 Reserved for Future Use

Note 1: Rates and USOC as specified in Section A3 for Business Flat Rate Trunks.

Note 2: Rates and USOC as specified in Section A3 for Business Message Rate Trunks.

A11. PRIVATE BRANCH EXCHANGE SERVICE

A11.2 Trunk Lines (Cont'd)

A11.2.4 Hotel PBX Service

A. Combination Flat Rate and Measured Service¹

1. Furnished only with certain dial systems
 - a. Flat Rate (Management Use)
 - (1) Trunks²
 - b. Measured Service¹ (Guest Use)
 - (1) Trunks³

B. Measured Service¹

Furnished for guest and management use - All Exchanges

1. Trunks³ (Both-way and/or outward only)

Note 1: Where facilities are not available for measured service, message rate service will be provided as specified in Section A23. (T)

Note 2: Refer to Section A3 for Flat Rate Trunk charges.

Note 3: Refer to Section A23 for Sharing/Resale Trunk charges.

A107. OBSOLETE SERVICE OFFERINGS - COIN TELEPHONE SERVICE

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A107.6	Reserved for Future Use	<i>1</i>	(T)
A107.7	Reserved for Future Use	<i>1</i>	(T)
A107.8	(DELETED)	<i>1</i>	(T)

A107. OBSOLETE SERVICE OFFERINGS - COIN TELEPHONE SERVICE

A107.1 Reserved for Future Use

A107.2 Reserved for Future Use

(M)

A107.3 Reserved for Future Use

(M)

A107.4 Reserved for Future Use

(M)

A107.5 Reserved for Future Use

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A107.6 Reserved for Future Use

(M)

A107.7 Reserved for Future Use

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A107.8 (DELETED)

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A108. OBSOLETE SERVICE OFFERINGS - TELEPHONE ANSWERING SERVICE FACILITIES

A108.1 Reserved for Future Use

A108.2 (DELETED)

A108.3 Reserved for Future Use

A108.4 (DELETED)

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A110. OBSOLETE SERVICE OFFERINGS - KEY AND PUSHBUTTON TELEPHONE SERVICE

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A110.1 (DELETED)	1	
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A110.5 (DELETED)	<i>1</i>	(T)

A110. OBSOLETE SERVICE OFFERINGS - KEY AND PUSHBUTTON TELEPHONE SERVICE

A110.1 (DELETED)

A110.2 (DELETED)

A110.3 (DELETED)

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A110.4 Reserved For Future Use

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A110.5 (DELETED)

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A111. OBSOLETE SERVICE OFFERINGS - PRIVATE BRANCH EXCHANGE SERVICE

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A111.2 (DELETED)	1	
A111.3 (DELETED)	<i>1</i>	(T)
A111.4 (DELETED)	<i>1</i>	(T)
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A111.6 (DELETED)	<i>1</i>	(T)
A111.7 (DELETED)	<i>1</i>	(T)
A111.8 (DELETED)	<i>1</i>	(T)

A111. OBSOLETE SERVICE OFFERINGS - PRIVATE BRANCH EXCHANGE SERVICE

A111.1 (DELETED)

A111.2 (DELETED)

A111.3 (DELETED)

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A111.4 (DELETED)

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A111.5 (DELETED)

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