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## A1. DEFINITION OF TERMS

### ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically or inductively connected to the communications path of the telecommunications systems.

### ADMINISTRATIVE MANAGEMENT SERVICE (AMS)

Administrative Management Service provides customers a single point of access to other Company network management products, and provides the customers greater control of and additional information about the network services they purchase from the Company.

### ANSWER SUPERVISION

This feature provides the capability of delivering "off hook" supervisory signals from the subscriber's serving central office to a line interface at the customer's premises. These supervisory signals indicate when the called party has answered an incoming call (gone "off hook").

### ATM

The term "ATM", referring to Asynchronous Transfer Mode, denotes one of the general class of packet switching technologies that relay traffic via an address contained within the packet (referred to in ATM as cells). ATM is a switching method in which information does not occur periodically with respect to some reference such as a frame pattern.

### AUTHORIZED PROTECTIVE CONNECTING MODULE

The term "authorized protective connecting module" denotes a protective unit designed by the Company and manufactured under the control of the Company quality assurance procedures, which unit is to be incorporated in a conforming answering device.

### AUTOMATED COLLECT CALL

A call placed and billed to the called telephone number without the assistance or intervention of a human operator.

### AUXILIARY LINE

An additional individual access line used for one-way (inward to the subscriber) service.

### BACK-UP LINE

An optional service providing individual line business subscribers with an additional line for inward and outward calling with usage charges applying for originating and terminating calls.

### BARGE-IN OPERATION

A feature of Minimum Duty Other Announcement Equipment used with Public Announcement Service which allows a calling party access to an announcement regardless of whether or not such announcement is already in progress.

### BASE RATE

The rate for primary classes of exchange service.

### BASIC TERMINATION CHARGE

See "Termination Charge"

### BELLSOUTH CHANNELIZED TRUNKS

Provides channelized DS1/1.544 Mbps circuits available for PBX voice trunks communications services. Provides up to 24 DID, Outward Only or Combination/2-Way trunks.

### BILL TO THIRD PARTY<sup>1</sup>

The term "bill to third party" denotes a billing arrangement by which a call can be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is terminated.

### BILLED NUMBER SCREENING

An arrangement which, at the time of call origination, screens billed to third party and/or collect calls to prevent these calls being charged to certain telephone numbers.

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

**Page 1.1 is hereby deleted in its entirety and removed from this Guidebook**

## A1. DEFINITION OF TERMS

- BUILDING (SAME)** (M)  
 The term "same building" is to be interpreted as a structure under one roof, or two or more structures under separate roofs but connected by passageways in which the wires or cables of the Company can be safely run provided the plant facility requirements are not appreciably greater than would be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would be required normally if all the structures were under one roof, the term "same building" applies individually to each of the separate structures. Pipes and conduit are not considered passageways. (M)
- CALLING AREA** (M)  
 See "Local Service Area" (M)
- CANCELLATION CHARGE** (M)  
 A charge applicable under certain conditions when an application for service and/or facilities is cancelled in whole or in part prior to the completion of the work involved. (M)
- CAPTION LISTING** (M)  
 The listing of a subscriber's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business. (M)
- CENTRAL OFFICE**  
 A central office is a local operating unit by means of which intercommunication is provided for subscribers within a specified area under contracts for exchange service. An essential characteristic of a central office is switching equipment to which telephone stations are connected by means of circuits known as "central office lines".
- CENTRAL OFFICE CONNECTING FACILITY**  
 A facility furnished to an Other Carrier by the Company (in accordance with the Company's Facilities for Other Carrier's Tariffs) between the terminal location of the Other Carrier and a point of connection on the Company premises.
- CENTRAL OFFICE LINE**  
 See "Exchange Access Line"
- CENTREX CONTROL SWITCHING EQUIPMENT**  
 Switching equipment, located on the Company's premises, used to provide Centrex service furnished in accordance with Centrex service provisions of this Guidebook.
- (DELETED)** (D)
- CENTREX TYPE SERVICES**  
 Central office based non-transport arrangements which permit abbreviated internal calling and inward and outward calling from station lines associated with ESSX-1 service, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service.
- CHANNEL TERMINAL**  
 The term "channel terminal" denotes that portion of a service required to terminate within a central office, the interoffice or interexchange transmission system.
- CLASS OF SERVICE**  
 A description of telephone service furnished a subscriber in terms such as:
- a. For Exchange Service:
    - (1) Grade of Line: Individual Line. (See also "Primary Class of Service")
    - (2) Type of Rate: Flat rate or message rate.
    - (3) Character of Use: Business or residence.
    - (4) Dialing Method: Touch -Tone or Rotary.
  - b. For Long Distance Service:
    - (1) Type of Call: Station-to-station.
  - c. For Wide Area Telecommunications Service:
    - (1) Type of Service: Outward WATS or Toll Free Dialing Service

**Page 2.1 is hereby deleted in its entirety and removed from this Guidebook** (N)

## A1. DEFINITION OF TERMS

COIN REFUND AND REPAIR REFERRAL SERVICE	(M)
Coin Refund and Repair Referral Service (CRS) provides handling of refund requests and repair referrals generated by the end users of Independent Payphone Provider (IPP) public telephones.	
COLLECT CALL <sup>1</sup>	(M)
The term "collect call" denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station.	
COMMUNICATIONS SYSTEMS	(M)
Channels and other facilities which are capable, when not connected to telecommunications services, of communications between terminal equipment.	
COMPANY	(M)
Wherever used in this <i>Guidebook</i> , "Company" and "Southern Bell Telephone and Telegraph Company" refer to BellSouth Telecommunications, Inc. unless the context clearly indicates otherwise.	
COMPLEX BUSINESS <sup>2</sup>	(T)
The term Complex Business as specified herein is defined as business line basic exchange service which terminates in a communications system. The term business key is synonymous with the term Complex Business.	
CONFORMANCE NUMBER	
The term "conformance number" denotes an identifying number assigned by the Company to a particular model of conforming answering device incorporating an authorized protective connecting module when that model of device is in conformance with the provisions set forth by the Company in its technical reference for conforming answering devices.	
CONFORMING ANSWERING DEVICE	
The term "conforming answering device" denotes a device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described in this paragraph. The conforming answering device may include remote interrogation and/or device function control. A conforming answering device must incorporate an authorized protective connecting module and must bear a valid conformance number.	
CONNECTING ARRANGEMENT	
The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company or of facilities of the Company with other facilities of the Company.	
CONSTRUCTION CHARGE	
A separate charge authorized in the Guidebook for construction of pole lines, circuits, facilities, etc.	
CROSS REFERENCE LISTING	
The listing of a generally accepted name of a subscriber followed by a reference to another listing.	
CUT-OFF SWITCH OR KEY	(M)
An item of terminal equipment which enables a Payphone Service Provider (PSP) instrument to be easily connected or disconnected from the exchange network. A cut-off switch or key does not have the capability of switching a given PSP instrument from one PSP access line or PSP trunk to another. Cut-off switches or keys used with PSP instruments may be used only in confinement facilities and only at the request of the administration of the confinement facility.	
CUT-THROUGH OPERATION	(M)
Control of the progress in establishing a call over a private line facility from location to location is under the control of the user, i.e., digits are dialed to each intervening and/or the terminating switching system(s) upon receipt of dial tone (or time delay period) until the call is completed.	
<b>Note 1:</b>	Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Verification and Emergency Interrupt Service are discontinued. (M)
<b>Note 2:</b>	In all sections of this Guidebook, the Private Line Guidebook, and the Access Service Tariff, any references to the Business Line rates refer to the Complex Business individual line rates as provided in this Guidebook. (T)

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## A1. DEFINITION OF TERMS

**DATA ACCESS ARRANGEMENT**

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

**DEMARICATION POINT**

The demarcation point is the point where the Company's facilities end and the customer's premises wiring begins.

**DIRECT ELECTRICAL CONNECTION**

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

**DIRECTORY ASSISTANCE CALL COMPLETION (DACC)**

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

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

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

**DISCONNECTION OF SERVICE**

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

**DISKETTE ANALYZER BILL (DAB) SERVICE**

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

**DORMITORY COMMUNICATIONS SERVICE**

See Section A13. (M)

**DROP WIRE**

Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with the standard Network Interface. (M)

**DUAL SERVICE**

A service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center during the time of a customer move. (M)

**ELECTRONIC WHITE PAGES SYSTEM**

Switching equipment facilities, computer hardware and software components utilized for the provision of Electronic White Pages Access service. (M)

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## A1. DEFINITION OF TERMS

### ENHANCED SERVICE

The term "enhanced service" shall refer to services offered over common carrier transmission facilities, which employ computer processing applications that act on format, content, code, protocol, or similar aspects of the subscriber's transmitted information; provide the subscriber additional, different or restructured information; or involve subscriber interaction with stored information.

### ENHANCED SERVICE PROVIDER

The term "enhanced service provider" denoted a customer that provides enhanced services over the Company's transmission facilities. A customer shall be classified as an enhanced service provider only with respect to use of those exchange services which are utilized for the provision of enhanced service.

### ESSX SERVICE

See Section A112.

(T)

(T)

### EXCHANGE ACCESS LINE

The serving central office line equipment and all Company plant facilities (including the Company-provided Network Interface<sup>1</sup>) up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the offering selected by the customer. Exchange access lines are subdivided as follows:

(T)

- a. Central Office Line: A circuit extending from a central office to the location of an individual access line service, a PBX or Centrex Type Services system, Automatic Call Distributors, Call Distributors, a HORIZON Communications System, and to other services. (T)
- b. Exchange Access Line: The circuit portion of an exchange access line which extends from the main service location to the central office.
- c. PBX Station Line: The circuit portion of a PBX station. It consists of all facilities from the PBX common equipment to the telephone jack or outlet of a PBX station location on a customer's premises.
- d. Centrex Type Services Main Station Line: The circuit portion of a Centrex Type Services main station. It consists of all facilities, including intercommunication and outside plant facilities from the Centrex Type Services system dial switching equipment to the Network Interface of the Centrex Type Services main station line.
- e. Centrex Type Services Extension Station Line: The circuit portion of a Centrex extension station. It consists of usage of traffic sensitive central office equipment.
- f. Tie Line: A circuit connecting PBX, Centrex Type Services, Automatic Call Distributor Systems, and/or other switching arrangements.
- g. Trunk Line: A circuit extending from a central office and 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 services. (T)

### EXCHANGE SERVICE AREA

The territory served by an exchange within which local telephone service is furnished at the exchange rates applicable within that area.

**Note 1:** When any Network Interface other than a miniature modular type is used, the current charge for such Network Interface will apply.

## A1. DEFINITION OF TERMS

### EXCHANGE SERVICE

The general telephone service rendered in accordance with *guidebook* provisions. "Exchange service" is a general term describing as a whole the facilities provided for local intercommunication, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this *Guidebook*. (T)

a. Flat and Message Rate Service:

- (1) Flat Rate Service: A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.
- (2) Message Rate Service (Measured Rate): A classification of non-coin box business exchange service which is charged for on the basis of amount of use.

b. Individual and Party Line Service:

- (1) Individual Line Service: A classification of exchange service which provides that only one exchange access line shall be served by the line connecting such access line with the central office or other switching unit.
- (2) Party Line Service: A classification of exchange service which provides that two or more exchange access lines may be served by the same central office line. Party line service is further classified by the grade of line, as follows:

Two-Party Line Service: The same central office line serving no more than two exchange access lines.

- c. Foreign Central Office Service: A classification of 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.
- d. Foreign Exchange Service: A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.
- e. Touch-Tone Calling Service: A classification of exchange service furnished from certain specified central offices whereby calls are originated through the use of pushbuttons in lieu of a rotary dial. (T)

### EXTENDED AREA SERVICE

A type of telephone service furnished under *Guidebook* provisions whereby subscribers of a given exchange may complete calls to and, where provided by the *Guidebook*, receive messages from one or more exchanges without the application of long distance message telecommunications charges. (T)

### FACSIMILE SERVICE

A service or process such that written or printed documents are reduced to electronic form on an originating location facsimile device and transmitted by some means to a terminating facsimile device which reconstructs the documents in written or printed form. The term "voice facsimile service" refers to the use of devices providing facsimile service with associated voice capability so that the end user is able to make conventional voice calls as well as electronic transmittals over the same instrument. "Voiceless facsimile service" offers only the means of facsimile transmittals with no associated voice capability.

- a. Public Facsimile Service: Facsimile service made available to the public for compensation and transmitted over the telephone network.

### FLAT RATE SERVICE

See "Exchange Service".

### FOREIGN CENTRAL OFFICE MILEAGE

See "Mileage Charges".

### FOREIGN CENTRAL OFFICE SERVICE

See "Exchange Service". (M)

### FOREIGN EXCHANGE LISTING

See "Directory Listing". (M)

### FOREIGN EXCHANGE MILEAGE

See "Mileage Charges". (M)

### FOREIGN EXCHANGE SERVICE

See "Exchange Service". (M)

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## A1. DEFINITION OF TERMS

- HOME NUMBER PLAN AREA (HNPA)** (M)  
 The Number Plan Area (NPA) where an end user is located (M)
- INDENTED LISTING**  
 Indented listings are used where a subscriber has more than one listing for service under the same name at one or more locations.
- INDEPENDENT COMPANY**  
 A corporation, association, firm or individual, licensed and operating as a communications common carrier, owning and operating a toll line and/or one or more central offices providing local exchange telephone service to the public and with whom the Company interchanges traffic.
- INITIAL CHARGE**  
 See "Installation Charge"
- INITIAL SERVICE PERIOD**  
 The minimum period of time for which service, facilities and equipment are provided.
- INSTALLATION CHARGE**  
 A nonrecurring charge applying to the provision of certain items of facilities as distinguished from the Service Charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called an "initial" charge.
- INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**  
 Integrated Services Digital Network (ISDN) is a network architecture supporting Digital Telecommunications services which are user selectable through a common access at a standard interface.
- INTEREXCHANGE CHANNEL**  
 The term "interexchange channel" denotes that portion of a service which a through channel is furnished by the Company which interconnects exchanges in which station terminals or channel terminals in Company offices are located.
- INTEROFFICE CHANNEL**  
 The term "interoffice channel" denotes that portion of a service which interconnects the serving central offices in which the stations are located.
- INTRASYSTEM WIRING**  
 Intrasystem wiring includes all cable and wiring and its associated components (e.g., connecting blocks, terminal boxes, conduit between buildings, support structure, etc.) which connect a PBX, key, or similar system's station components to one another or to the common equipment of a PBX, key or similar system.
- JACK AND PLUG EQUIPMENT**  
 See "Portable Telephone"
- JOINT USER SERVICE** (T)  
 A classification of exchange service furnished to a joint user, in connection with subscribers' exchange service. A joint user is a person, firm or corporation sharing the subscribers' exchange service in accordance with *Guidebook* provisions, but who would not otherwise be entitled to the use of the service.
- LATA**  
 See "Local Access and Transport Area"
- LIFELINE** (M)  
 A low income assistance program, available to qualified residential subscribers, which reduces monthly charges for local service through credits supported by universal service funding. (M)
- LINE** (M)  
 See "Exchange Access Line" (M)
- LINE CONCENTRATOR** (M)  
 An item of registered terminal equipment which enables two or more PSP instruments to obtain access, through manual or automatic switching, to the same PSP trunk but denies connection to the same trunk at the same time. Such equipment may be used only in confinement facilities and only with the express written consent of the administration of the confinement facility. (M)

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## A1. DEFINITION OF TERMS

- LISTING** (M)
- A listing consists of a name, address, and telephone number of a listed residential or business customer. (M)
- a. **Caption Listing:** The listing of a subscriber's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business. (M)
  - b. **Cross Reference Listing:** The listing of a generally accepted name of a subscriber followed by a reference to another listing. (M)
  - c. **Dual Name Listing:** A listing consisting of a combination of names and/or initials of two persons who share the same surname and reside at the same address or of one person known by two sets of first and/or middle names and/or initials. (M)
  - d. **Foreign Exchange Listing:** The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange from which the subscriber is served. (M)
  - e. **Indented Listing:** Indented listings are used where a subscriber has more than one listing for service under the same name at one or more locations. (M)
  - f. **Directory Name:** The customer name information as reflected in the "Directory" section of the customer service record. (M)
  - g. **Directory Number:** The customer number information as reflected in the "Directory" section of the customer service record. (M)
- LISTING INFORMATION SYSTEM** (M)
- A database that contains the listed names, addresses, and telephone numbers of AT&T residential and business customers and, where available, listings of residential and business customers served by other local providers. (M)
- LOCAL ACCESS AND TRANSPORT AREA** (M)
- A geographic area established for the administration of communication service. It encompasses designated exchanges which are grouped to serve common social, economic and other purposes. (M)
- LOCAL CALLING AREA** (M)
- See "Local Service Area" (M)
- LOCAL CHANNEL**
- The term "local channel" denotes that portion of a service required for connecting, (1) the interoffice channel to a station location or (2) station locations within the same wire center serving area.
- LOCAL MESSAGE**
- See "Message"
- LOCAL SERVICE**
- The type of localized calling whereby a subscriber can complete calls from his station to other stations within a specified area without the payment of long distance charges.
- LOCAL SERVICE AREA**
- The area within which telephone service is furnished subscribers under a specific schedule of exchange rates and without long distance charges. A local service area may include one or more exchange service areas.
- LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**
- The furnishing of facilities for subscribers' communications on an individual message basis between two or more points which are located in the same Local Access and Transport Area (LATA).
- a. **Station-to-Station Call**
- A service whereby the person originating the call either dials the telephone number desired, or gives to the Company operator the telephone number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex Type Services, PBX or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which such number is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX or Centrex Type Services attendant.
- MESSAGE**
- A communication between two stations. Messages may be classified as follows:
- a. **Local Message:** A message between stations within the same local service area.
  - b. **Long Distance Message:** A message between stations in different exchange areas for which a long distance message charge is made.

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## A1. DEFINITION OF TERMS

### MESSAGE RATE SERVICE (MEASURED RATE)

See "Exchange Service"

### MILEAGE CHARGES

A charge applying for the use of part or all of a line furnished by the Company.

- a. Airline Measurement: The shortest distance between two points.
- b. Extension Line Mileage: The measurement applying on an extension line, for the use of which a circuit charge is made in accordance with *Guidebook* provisions. (T)
- c. Foreign Central Office Mileage: The measurement applying to a line within the exchange connecting a subscriber's main station, PBX, or Centrex Type Services system with a central office other than that from which he would normally be served, for the use of which a separate circuit charge is made in addition to the base rate.
- d. Foreign Exchange Mileage: The measurement applying to a line connecting a subscriber's main station, PBX, or Centrex Type Services system with a central office of an exchange other than that from which the subscriber would normally be served, for the use of which a separate charge is made in addition to the base rate.
- e. Route Measurement: The actual length of a circuit between two points.
- f. Tie Line Mileage: The measurement upon which the rate for tie lines is based in accordance with *Guidebook* provisions. (T)

### MISCELLANEOUS COMMON CARRIERS

Miscellaneous Common Carriers, as defined in Part 21 of the Federal Communications Commission Rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

### MISCELLANEOUS EQUIPMENT

Equipment furnished at additional charges associated with the various classes of subscriber service.

### MOBILE TELEPHONE SERVICE

A communication service through a land radiotelephone base station.

### MODIFICATION OF FINAL JUDGEMENT

As used herein, the term Modification of Final Judgement ("MFJ") refers to the federal court decree which required the divestiture and reorganization of the Bell System, and includes the Plan of Reorganization ("POR") approved by the court.

### NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing) calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

### NETWORK CONTROL SIGNALING UNIT

The term "Network Control Signaling Unit" denotes the terminal equipment furnished for the provision of network control signaling.

## A1. DEFINITION OF TERMS

### PRIVATE TELEPHONE NUMBER

See "Non-Published Telephone Number"

### PUBLIC ANNOUNCEMENT SERVICE

An announcement service providing the means for telephone access by the general public to brief announcements of time, time and temperature, weather, and messages. The service is furnished by an electronic or electromechanical device. It may be publicly advertised. The announcements may contain advertising messages.

### PUBLIC FACSIMILE SERVICE

See "Facsimile Service"

### RADIO COMMON CARRIER

A non-wire line Common Carrier authorized by appropriate regulatory authority to provide domestic public land mobile radio services.

### REFERENCE LISTING

See "Cross Reference Listing"

### RINGMASTER SERVICE

This service will allow a subscriber to have up to three telephone numbers associated with a single line. A distinctive ringing pattern is provided for each additional telephone number to facilitate identification of incoming calls.

(T)

### ROUTE MEASUREMENT

See "Mileage Charges"

(M)

### SECRETARIAL LINES

Bridged lines or individual access lines of patrons of a telephone answering bureau which terminate in the telephone answering facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls on such lines.

(M)

### SEMIPRIVATE TELEPHONE NUMBER

A telephone number associated with an exchange station which at the request of the subscriber has the listing omitted from the telephone directory but is on records available to the general public upon request.

(M)

### SEMIPRIVATE TELEPHONE NUMBER

See "Non-Listed Telephone Number"

(M)

### SENT-PAID CALL

A call paid for at the time and place of origination with cash.

(M)

### SERVICE CHARGE

A nonrecurring charge applying to the establishment of basic telephone service and to subsequent additions, moves or changes to that service.

(M)

### SERVICE LINE

A two-way business individual line, a dial PBX main access line, a Centrex or ESSX service main access line, or an extension of any of the aforementioned, which is required for testing of certain services provided by the Company and which is to be billed at the existing guidebook rate.

(M)

### SHARING AND RESALE OF TELEPHONE SERVICES

A telecommunication arrangement where two or more unrelated parties located on the same continuous premises utilize a common telephone service as specified in Section A23.

(M)

### SIMPLE BUSINESS<sup>1</sup>

The term Simple Business as specified herein is defined as business line basic exchange service which does not terminate in a communications system. The term business non-key is synonymous with the term Simple Business.

(M)

### STANDARD NETWORK INTERFACE

See "Network Interface"

(M)

**Note 1:** In all sections of this Guidebook, the Private Line Guidebook, and the Access Service Tariff, any references to the Business Line rates refer to the Complex Business individual line rates as provided in this Guidebook.

(M)

**Page 11.1 is hereby deleted in its entirety and removed from this Guidebook**

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## A1. DEFINITION OF TERMS

### STATION

A unit of service, complete with instrument, either customer or company provided and lines (circuits), so arranged as to permit sending and receiving messages through the exchange and long distance network. Instruments, when furnished by the company, and lines are rated separately, unless otherwise specified. (T)

a. Exchange Station:

A station which is used for exchange service and is directly or indirectly connected with a central office.

b. Main and Extension Stations: (See Centrex-CO and ESSX Service)

(1) Main Station: A station, directly connected by means of an individual line or party line with a central office.

(2) Extension Station: An additional station connected on the same circuit as the main station.

### STATION LINE

See "Exchange Access Line".

### STATION TERMINAL

The term "station terminal" denotes the facilities required for terminating and connecting the interexchange channel to a station.

### STATION-TO-STATION CALL

See "Long Distance Message Telecommunications Service".

### SUBSCRIBER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions, *terms and conditions* of its *service publications*. (T)

### SUSPENSION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of *terms and conditions* by the subscriber, for temporarily interrupting service. During the period of suspension, the Company's equipment remains at the customer's location; the service is rendered inoperable at the central office frame and billing continues. Facilities are reserved in anticipation that normal service will be resumed at some future date. (T)

### SYNCHRONOUS OPERATION

A feature of Public Announcement Service which allows a calling party access to an announcement only at the beginning of such announcement.

### TELECOMMUNICATIONS SERVICE

The various services offered by the Company as specified in this General *Exchange Guidebook*. (T)

### TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

A structured coding scheme that prescribes the order in which National Security Emergency Preparedness (NSEP) telecommunications services are installed or restored. The TSP System was developed to support the requirements of the U.S. Government and applies only to NSEP telecommunications services to which the Company is able to apply priority treatment. It requires and authorizes priority action by the Company.

### TELEPHONE NUMBER

A designation assigned to a telephone service for convenience in operating.

### TERMINATION CHARGE

A charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item. The basic termination charge is an amount established for an individual item of service or equipment from which the termination charge is computed.

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## A1. DEFINITION OF TERMS

### TICKETTAKER SERVICE

A central office based service offered to the cable television industry to provide a "pay per view" order taking capability for the cable company's clients. With this service, cable company's clients may purchase video programs on a per program or per view basis or may upgrade/downgrade cable provided premium channel services.

(T)

### TIE LINE

See "Exchange Access Line".

### TIE LINE MILEAGE

See "Mileage Charges".

### TOLL MESSAGE (LONG DISTANCE MESSAGE)

See "Message".

### TOLL SERVICE

See "Long Distance Message Telecommunications Service".

### TOUCHSTAR SERVICE

TouchStar service is a group of central office call management features offered in addition to basic telephone service.

(T)

(T)

### TOUCH-TONE SERVICE

See "Exchange Service".

### TRANSIENT TENANT

A tenant who occupies a dwelling for a period of less than three months during any twelve-month period, except for a person temporarily subleasing a residential premises.

### TRUNK LINE

See "Exchange Line".

### USOC (UNIFORM SERVICE ORDER CODE)

A Company-assigned code used on internal records for service identification purposes.

### VARIABLE DIGIT OUT-PULSING

Permits the dialing of different numbers of digits, on separate calls, to complete a call over the private line facility to a distant location.

### WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

The furnishing of facilities for dial type telephone communication between a wide area service access line and other exchange telephones in the area prescribed in the *Guidebook*.

(T)



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## **A2. GENERAL TERMS AND CONDITIONS**

(T)

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## **A2. GENERAL TERMS AND CONDITIONS**

(T)

### **A2.1 Application**

The *Terms and Conditions* specified herein are applicable to all communication services offered in this *Guidebook* by BellSouth Telecommunications, Inc., hereinafter referred to as the Company. Additional *Terms and Conditions*, where applicable, pertaining to specific service offerings accompany such offerings in various sections of this *Guidebook*.

(T)

### **A2.2 Limitations and Use of Service**

#### **A2.2.1 Use of Subscriber's Service**

- A. Except as specified following and as otherwise provided in this *Guidebook*, telephone equipment, facilities and services are furnished for the use of the subscriber, employees, agents or representatives of the subscriber or members of the subscriber's domestic establishment. Services provided to the subscriber may be shared with but not resold to the following:
1. Patrons of hospitals, nursing homes, rest homes and licensed retirement centers
  2. Members of clubs
  3. Temporary occupants of resort type rental property as specified in A2.3.6
  4. Students living in quarters furnished by schools, colleges or universities; however, a nonprofit college or university may also share or resell service to students under the provisions of B.1.
  5. Persons temporarily subleasing a subscriber's residential premises
- B. Except as specified following and as otherwise provided in this *Guidebook*, service furnished by the Company is intended only for communications in which the subscriber has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others. Service may be shared by the respective subscriber with the following or resold by the respective subscriber to the following:
1. Clients of providers of Sharing and Resale of Telephone Services including the following:
    - a. Business end user clients of a sharing or resale provider as specified in A23.1.1,
    - b. Students, guests, patients or service providers who have telephone services extended to them by a non-profit college, university or affiliated medical center as specified in A23.1.1.
  2. Hotel/Motel patrons as specified in A23.1.1
  3. Transient tenants as specified in A23.1.1
  4. Patrons of Enhanced Service Providers for communications relating directly to their business.
  5. Customers of an International Record Carrier engaged in the provision of overseas data message service.
  6. Communications common carriers engaged in the provision of public telegram message business.
  7. Users of Access Line Service for Payphone Service Provider Telephones.
  8. City and county agencies within the state of North Carolina participating in the state network as provided in the North Carolina G.S.62-110 (d).
  9. Customers of competitive local providers (CLPs) certified by the North Carolina Utilities Commission. Certified CLPs may resell local exchange and exchange access services.
- C. Use of Long Distance Message Telecommunications Service (MTS), Wide Area Telecommunications Service (WATS) and Foreign Exchange Service (as provided in A9.1.1.I) may be extended to customers of long distance carriers authorized by North Carolina Utilities Commission (NCUC) to provide intrastate intraLATA long distance service.
- D. Use of Long Distance Message Telecommunications Service (MTS) and Wide Area Telecommunications Service (WATS) may be extended to the exception group as defined in A23.1.1.A.
- E. In view of the fact that the subscriber has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of unavoidableness of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.
- F. No subscriber may use any service listed in any part of this General *Exchange Guidebook*, including but not limited to such call management features as the various call forwarding features, conferencing and bridging capabilities, for the purpose of allowing the subscriber or any other telephone user to avoid usage sensitive local, message, or toll charges, whether flat rated or usage based, that would otherwise be applicable.

(T)

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(M)

(M)

(T)(M)

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

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## **A2. GENERAL TERMS AND CONDITIONS**

(T)

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

#### **A2.2.2 Establishment of Identity**

(M1)

- A. The calling party shall establish his identity in the course of any communication as often as may be necessary. (M1)
- B. The calling party shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called location. (M1)

#### **A2.2.3 Terminal Equipment, Communications Systems and Customer Premises Inside Wiring**

(M1)

Terminal equipment, communications systems and complex customer premises inside wiring may be connected with the facilities furnished by the Company for telecommunications services as provided in Section A15. Refer to Section A2.9 for customer premises inside wiring associated with residence and business individual and party line basic exchange services. (T)(M1)

#### **A2.2.4 Accessories Provided by the Subscriber**

(M1)

Accessories which aid a subscriber's convenience in his use of the facilities of the Company in the service for which they are furnished under this *Guidebook* are permissible provided any such accessory so used would not endanger the safety of Company employees or the public; damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the Company; or interfere with the proper functioning of such equipment or facilities; or impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services. (T)(M1)

#### **A2.2.5 Broadcast of Recordings of Telephone Conversations**

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

#### **A2.2.6 Recorded Public Announcements**

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

#### **A2.2.7 Limited Communication**

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

#### **A2.2.8 Transmitting Messages**

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

#### **A2.2.9 Unlawful Use of Service**

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

(M2)

## **A2. GENERAL TERMS AND CONDITIONS**

(T)

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

#### **A2.2.10 Cancellation of Service for Cause**

(T)

- A.** The Company may suspend service or terminate the subscriber's service without suspension or, following a suspension of service, disconnect the service and remove any of its equipment from the subscriber's premises upon: (T)(M)
1. Abandonment of the service. (M)
  2. Failure of a subscriber to make suitable deposit. (M)
  3. Impersonation of another with fraudulent intent. (M)
  4. Listening in on party line conversations. (M)
  5. Nonpayment of any sum due for exchange, long distance or other services.
  6. Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of telephone service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying the telephone service of others.
  7. Abuse or fraudulent use of service; such abuse or fraudulent use includes:
    - a. The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information without payment of the charge applicable for the service;
    - b. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, long distance message telecommunications service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
    - c. The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
    - d. The use of profane or obscene language;
    - e. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.
  8. Any other violation of the Company's *Terms and Conditions*. (T)  
Items 2 and 5 are to be administered in accordance with A2.4.2. (T)
- B.** The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Company's facilities, and who, after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.
- C.** The Company reserves the right to cancel any contract for service with and to discontinue service to any subscriber who uses any service listed in any part of this General *Exchange Guidebook*, including but not limited to such call management features as the various call forwarding features, conferencing and bridging capabilities, for the purpose of allowing the subscriber or any other telephone user to avoid usage sensitive local, message, or toll charges, whether flat rated or usage based, that would otherwise be applicable. (T)

#### **A2.2.11 Reserved for Future Use**

#### **A2.2.12 Reserved for Future Use**

#### **A2.2.13 Reserved for Future Use**

#### **A2.2.14 Billed Number Screening**

See Section A13.21

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## A2. GENERAL TERMS AND CONDITIONS

(T)

### A2.3 Establishment and Furnishing of Service

(T)

#### A2.3.1 Availability of Facilities

(M1)

- A. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service. (M1)
- B. The rates and charges quoted in this *Guidebook* provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs. (M1)
- C. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the *Terms and Conditions* as set forth in Section A5, except as otherwise specified. (T)(M1)

#### A2.3.2 Flat Rate, Measured and Message Rate Service

- A. Residence subscribers who have two or more exchange lines in their home may elect to receive different types of service (e.g. flat rate services and measured type services) on these lines. The lines may be equipped with any combination of the service options available in their exchange.

Generally, a combination of different types of business services, i.e. any service which includes flat rate service to all or part of its local service area and any service which applies usage rates to all originated messages, will not be furnished to the same subscriber at the same business location. If a business subscriber has a grandfathered service such as Message Rate or Thrifty Caller Service, the business subscriber may also subscribe to a Community Caller Plus line so long as only one type of service is used for voice transmission. Different subscribers at the same business location, even in the same office, may each subscribe to a different type of service so long as each has a different account and the subscribers do not share a communication or other key-type system. Business subscribers may combine the services listed below with any other services at the same premises:

1. Hospital and retirement center message rate service;
2. Access Line Service for Payphone Service Provider Telephones;
3. Non-administrative lines connected to secretarial service facilities and not furnished with outward service;
4. Foreign Exchange Service;
5. Inward Only Service;
6. Back-Up Line Service; (T)
7. Toll trunk service (toll terminals);
8. Access line services which are not part of the primary voice system at a location and are used for facsimile copy transmission only, for computer data transmission only, for electronic transmission of medical information only, for access to an automatic attendant or voice mail system only, or for contingency or temporary use only during service outages of the primary system.

Business subscribers of Sharing and Resale of Telephone Services shall be allowed to mix different types of services on the same premises as specified in A23.1.1.D.

#### A2.3.3 Reserved for Future Use

#### A2.3.4 Reserved for Future Use

(M2)

M1 - Material appearing on this page previously appeared on page(s) 3.1 of this section.

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

## **A2. GENERAL TERMS AND CONDITIONS**

(T)

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

#### **A2.3.5 Application for Service**

(T)

- A. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with the rates, charges, *terms and conditions* from time to time in force and effect. (T)(M1)
- B. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness. (M1)
- C. If telephone service is established and it is subsequently determined that either condition in B exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness. (T)(M1)
- D. When an application for service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are cancelled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge, however, is not to exceed all charges which would apply if the work involved in complying with the request had been completed. (M1)
- E. When equipment has been ordered for the specific needs of a subscriber and the installation thereof is unduly delayed by or at the request of the subscriber, appropriate charges apply for such equipment for the period of the delay. (M1)
- F. When a subscriber requests a change in location of all or part of the facilities covered by his application for service or requests for additions, rearrangements or modifications of his existing service and equipment prior to completion of the work involved, he is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.

#### **A2.3.6 Application of Rates for Business and Residence Service**

- A. In general, business rates apply at business locations and residence rates apply at residence locations as described in B and C, or as specified in A2.3.6.C.9. (T)
- B. Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature or where the listing required is such as to indicate business use except as specified in A2.3.6.C.9. Business rates apply for: (T)
  1. Offices, stores, factories, mines and all other places of a strictly business nature.
  2. Boarding houses, offices of hotels and apartment houses, colleges, quarters occupied by clubs and fraternal societies, public, private or parochial schools, hospitals, nursing homes, libraries and other institutions and churches. For the purpose of this Guidebook, a boarding house is defined as a structure where rooms are rented or boarders taken.
  3. Residence locations, where an extension of the exchange access line is located in any place, which is not the subscriber's private residence, where business rates would apply under the provisions of this Guidebook.
  4. Service terminating solely on the secretarial facilities of a telephone answering bureau.
  5. Any location where a business designation is provided or when any title indicating a trade or profession is listed in the Company's Listing Information System, except as modified under A2.3.6.C.3.
  6. Resort type rental property where the owner or agent acting on behalf of the owner extends basic local exchange service to temporary occupants. Mandatory Business Measured or Message Rate Service applies when available.
  7. Service listed in the business section of the Company's Listing Information System.
  8. WatsSaver service which is consolidated from separate locations and may include residential intrastate intraLATA toll usage.

(M2)

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

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



## **A2. GENERAL TERMS AND CONDITIONS**

(T)

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

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

- C. Residence rates apply for:
1. Private residences on service not employing business listings. (T)
  2. Subscribers residing in private apartments in hotels, clubs, hospitals, and boarding houses who request their own individual residential service when business listings are not employed. (M)
  3. The place of residence of a clergyman, physician, registered or practical nurse, dentist, veterinary surgeon or other medical practitioner or Christian Science practitioner, provided no business designation is employed in the Company's Listing Information System. Titles such as "Dr.", "Rev.", "Judge", "Professor" are not considered business designations. (M)
  4. Carport or garage when strictly a part of the subscriber's private residential establishment. (M)
  5. Subscribers residing in college sorority or fraternity houses who order their own individual residence service for their rooms.
  6. Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.
  7. Lines which are terminated in facilities or equipment of an amateur radio licensee and used for control of amateur radio communications repeaters and for no purpose which would otherwise cause the service to be classified as business.
  8. Family Care Homes  
A family care home is defined as a home with support and supervisory personnel that provides room and board, personal care and habilitation services in a family environment for not more than six resident handicapped persons
  9. Individual lines which terminate at a private residence location for residence subscribers desiring to conduct business from their home where a business listing is not employed in the Company's Listing Information System. For this application, the subscriber may have up to ten (10) residence service lines for each account with a limit of three (3) of those lines for rotary (hunting) service.
- D. If the telephone number of the existing service does not appear in the business section of the Company's Listing Information System, the business telephone number may be continued for the residence service. If the business telephone number does appear in the business section of the Company's Listing Information System, the telephone number must be changed and reference of calls will not be provided. Service charges, which apply for such changes, will apply as specified in Section A4.
- E. Changes from residence to business service may be made without change in telephone number, if the subscriber so desires. Service charges, which apply for such changes, are quoted in Section A4.

#### **A2.3.7 Transfer of Service Between Subscribers**

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

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## **A2. GENERAL TERMS AND CONDITIONS**

(T)

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

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

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

#### **A2.3.8 Initial Service Periods**

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

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

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

#### **A2.3.10 Provision and Ownership of Equipment and Facilities**

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

#### **A2.3.11 (DELETED)**

## **A2. GENERAL TERMS AND CONDITIONS**

(T)

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

#### **A2.3.12 Provision and Ownership of Telephone Numbers**

Telephone numbers are the property of the Company and are assigned to the service furnished the subscriber. The subscriber has no property right to the telephone number or any other call number designation associated with services furnished by the Company, and no right to the continuance of service through any particular central office. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the subscriber, whenever the Company deems it necessary to do so in the conduct of its business.

#### **A2.3.13 Maintenance and Repairs**

All ordinary expense of maintenance and repairs, unless otherwise specified in this *Guidebook*, is borne by the Company. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the subscriber or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the subscriber, the subscriber shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition.

(T)

#### **A2.3.14 Company Facilities at Hazardous or Inaccessible Locations**

Where service is to be established at a location that would involve undue hazards, or where accessibility is impracticable, to employees of the Company, the subscriber may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company, and remuneration to be based on the conditions involved.

Where service is to be established at a location that has a hazardous electrical environment (e.g., an electric power substation or generating plant or a high voltage transmission tower, switching or distribution location), the customer must have high voltage isolation equipment installed at such premises before *the Company* installs its service. If the customer is aware that its premises are located where a hazardous electrical environment exists, the customer must notify *the Company* of this fact at the time its order for service is placed. *The Company* makes high voltage isolation equipment available to its customers under Special Assembly. Standard intervals do not apply for service ordered where voltage isolation equipment is required and must be installed prior to installation of service ordered from *the Company*.

(T)

#### **A2.3.15 Work Performed Outside Regular Working Hours - Other Special Requests**

The rates and charges specified in this *Guidebook* contemplate that all work in connection with furnishing (not repairing) or rearranging service be performed during regular working hours. Whenever a subscriber requests that work necessarily required in the furnishing (not repairing) or rearranging of his service be performed outside the Company's regular working hours or that work once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the subscriber may be required to pay, in addition to the other rates and charges specified in this *Guidebook*, the amount of additional costs incurred by the Company as a result of the subscriber's special requirements.

(T)

A subscriber may also be required to pay the amount of additional costs incurred by the Company resulting from the subscriber's special requests for expedited shipping. The subscriber will be informed of such estimated costs prior to their incurrence by the Company.

#### **A2.3.16 Suspension of Business and Residence Service**

##### **A. General**

1. Upon request, a subscriber to business or residence service may arrange for the temporary suspension of such service. Suspension of service is available on a subscriber's complete service or on such portion thereof as can be suspended.
2. When the period of suspension is less than one month, the regular charges for the full month of service shall apply.
3. When a complete service, or portion thereof which can be suspended, is subject to an initial service period of more than one month, the basic termination charge applicable thereto will be reduced at one-half the normal full rate of reduction while the service is on a suspended basis and the initial service period is extended by one-half month for each month of suspension.
4. In connection with complete suspension of service, local or long distance service is not furnished during the period of suspension. At the request of the subscriber, inward calls to a service which is suspended may be referred to the call number of another service in the same or a distant exchange.
5. The charge for the total suspension period may be collected in advance.
6. There is no reduction in the charge for foreign central office line mileage, foreign exchange line mileage, or tie line services during the period of suspension.
7. There is no reduction in the recurring charge for Back-Up Line during the period of suspension.

## **A2. GENERAL TERMS AND CONDITIONS**

(T)

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

#### **A2.3.16 Suspension of Business and Residence Service (Cont'd)**

##### **B. Application Of Charges**

1. Except as provided in A, in service-specific sections of this *Guidebook* and in 2, the charge for basic exchange line service and associated optional services and features during the period of suspension is 50 per cent of the rate regularly charged. Where specified in other sections of this *Guidebook*, optional services associated with the basic exchange line can be suspended at no recurring charge during the period of suspension. Other restrictions in service specific *Guidebook* shall still apply. Service charges will continue to apply as specified in Section A4. (T)
2. The maximum time allowed for suspension of service for any calendar year shall be six months. (T)
 

Subscribers that provide emergency oriented services and meet the following criteria are allowed to have telephone facilities available on standby that can be activated in emergency situations. There will not be any recurring charges applied to these lines until they are activated for use at which time the regular business rates, *Terms and Conditions* will apply. Lines which are used for 911 and E911 also qualify for this arrangement.

  - a. The primary mission of the organization is the preservation of life or property;
  - b. The organization is government funded;
  - c. The use of the suspended service is limited to emergency situations and kept on a standby basis during non-emergency times, except during maintenance testing by the subscriber.

The maximum number of suspendable main station lines at a customer's site will be limited to thirty (30) lines.
3. In those cases where a portion of Centrex system station lines are suspended and application of the 50 per cent rate results in a monthly amount lower than the minimum monthly charge described in Section A12, no credit is allowed toward fulfilling the initial service period.

#### **A2.3.17 Termination of Service**

##### **A. Termination Of Service By The Company**

1. Violation of any of the *Terms and Conditions* contained in this *Guidebook* on the part of the subscriber may be regarded as sufficient cause for termination of the subscriber's service. (T)
2. When the service is terminated on the initiative of the Company because of violation of its *Terms and Conditions* by the subscriber, the *Terms and Conditions* stipulated below for termination of service at the subscriber's request apply. (T)
3. The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used or is used for a purpose other than that for which it is provided or when its use interferes with or impairs, or would interfere with or impair, any other service rendered to the public by the Company.

##### **B. Termination Of Service At The Subscriber's Request**

1. Service may be terminated at any time upon reasonable notice from the subscriber to the Company. Upon such termination the subscriber shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of an initial service period or applicable termination charges, or both.

##### **C. Termination Charge**

1. A termination charge is determined by applying to the Basic Termination Charge the percentage which the unexpired portion of the Initial Service period bears to the full Initial Service period. (T)
  - a. The Basic Termination Charge and the Initial Service Period are indicated in the Section covering the service items to which they apply. The Initial service period is shown in brackets following the amount of the Basic Termination Charge.
  - b. When a subscriber discontinues one or more units of a group of the same item, the service latest installed shall be considered as the service first discontinued.
  - c. When a subscriber cancels an order for service carrying a Basic Termination Charge prior to the establishment of that service, a termination charge applies equal to the cost incurred by the Company in engineering, ordering, and providing the service; the termination charge in this event will not exceed the Basic Termination Charge.

(N)

## **A2. GENERAL TERMS AND CONDITIONS**

(T)

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

#### **A2.3.18 Ringer Limitations**

(M1)

- A. The equivalent number of ringers directly connected to the access line is limited to four per access line in the case of an individual line. (M1)

#### **A2.3.19 Service for Civil Defense Authorities**

(M1)

Where two or more central office lines are furnished to the same subscriber at the same address the Company will, upon written request of the local Civil Defense authorities concurred in by the subscriber involved, permit the use of one or more such central office lines by the local Civil Defense authorities in connection with their duly authorized emergency service and practice alerts; provided, however, that under no circumstances shall a subscriber be deprived of the use of all central office lines. No pro rata adjustment of monthly charges for interruptions under this provision will be made; nor does the Company assume any liability for any damages which may arise from such interruptions. (M1)

#### **A2.3.20 Residence Service for Company Employees**

- A. All services offered by the Company may be made available to the Company's employees at a discount.

#### **A2.3.21 Connection with Miscellaneous Common Carriers**

##### A. Application

1. Service is available to and from customers of Miscellaneous Common Carriers through connecting facilities provided by the Company in accordance with the provisions as set forth in 2 through 5. (T)

2. Subject to the availability of facilities and the reasonable requirements of the Company for its telecommunications service, the Company will, at the Miscellaneous Common Carrier's request, physically connect its facilities with those of the Miscellaneous Common Carrier for the purpose of interchanging intrastate traffic in connection with the Miscellaneous Common Carrier's Domestic Public Land Mobile Radio Services (as defined in Part 22 of the FCC Rules). Such connection and interchange of intrastate traffic shall be as follows:

##### a. Two-Way Mobile Traffic

The Company will connect its facilities between any telephone exchange whose rate center is located in the Miscellaneous Common Carrier's Reliable Service Area (as defined in Part 22 of the FCC Rules) and the Miscellaneous Common Carrier's control point(s) or Communications Systems serving that Reliable Service Area.

##### b. One-Way Signaling Traffic

The Company will connect its facilities between any telephone exchange within which a signaling receiver is served by the Miscellaneous Common Carrier's system, and the Miscellaneous Common Carrier's control point(s) or communications systems serving that system.

3. The facilities provided for connection and interchange of traffic shall not be used, switched or otherwise connected together by the Miscellaneous Common Carrier for the provision of through calling from a landline telephone to another landline telephone, nor shall they be switched or otherwise connected together by the Miscellaneous Common Carrier for the provision of through calling from a landline or mobile unit located in one Reliable Service Area to a landline telephone or mobile unit in another Reliable Service Area. )

4. Specific administrative procedures, connection and operating arrangements and charges for the facilities provided by the Company to the Miscellaneous Common Carrier for the purpose of connection and interchanging traffic are set forth in various inter-carrier agreements between the Company and the miscellaneous common carriers or in the *Guidebooks* of the Company as appropriate. Where the state franchise area or state authorization of the Miscellaneous Common Carrier is different from the Reliable Service Area the terms and conditions of connection and interchange of traffic may be modified to recognize the extent of such state franchise or authorization. (T)(M2)

5. The connection and interchange of traffic as set forth in 1 through 4 does not constitute a joint undertaking with the Miscellaneous Common Carrier for the furnishing of any service. (T)(M2)

#### **A2.3.22 Application of Rates for Extension Service**

(M2)

In connection of automatic answering and recording devices, data sets, data access arrangements, recorder couplers, alarm couplers and other similar devices to basic exchange service at a location remote from a main or extension station set, the circuit shall be provided by an extension station line. Where such device can be connected at the location of an existing main or extension station line, no additional extension station line is required. Where on-premises mileage is applicable, it will be rated in accordance with Paragraph A13.1.3.A.3. Where off-premises channels are applicable, they will be rated in accordance with Paragraph A13.1.3.A.1, 2 and 4. (Guidebook Reference A13.1.1.J.) (T)(M2)

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## A2. GENERAL TERMS AND CONDITIONS

(T)

(M)

### A2.4 Payment Arrangements And Credit Allowances

#### A2.4.1 Advance Payments

An applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation or other nonrecurring charges plus charges for one month of service. Where construction charges are applicable the payment thereof may be required in advance of start of construction.

#### A2.4.2 Deposits

- A. The Company may, in order to safeguard its interest, require an applicant for or subscriber to its services to make a suitable deposit to be held by the Company as a guarantee of the payment of charges. Any such deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service.
- B. Interest at the rate of 7 per cent per annum is allowed to the subscriber during the continuance of the deposit. Interest on a deposit shall accrue annually and, if requested, shall be annually credited to the customer by the accrual date. Interest shall not be paid on a deposit for the period following ninety days after discontinuance of service, if during such period the Company has made a reasonable effort to refund the deposit.
- C. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's *Terms and Conditions* as to advance payments and the prompt payment of bills on presentation or constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for non-payment of any sums due the Company.

(T)

**Pages 12 through 15 are hereby deleted in their entirety and removed from this Guidebook**

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## A2. GENERAL TERMS AND CONDITIONS

(T)

### A2.4 Payment Arrangements And Credit Allowances (Cont'd)

#### A2.4.3 Payment for Service

- A. All charges due by the subscriber are payable at the Company's Business Office or at any agency duly authorized to receive such payments. If objection in writing is not received by the Company within thirty days after the bill is rendered the account shall be deemed correct and binding upon the subscriber.
- B. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station.
- C. A late payment charge of six percent (6%) for residence and one percent (1%) for business applies to each subscriber's bill (including amounts billed in accordance with the Company's Billing and Collections Services) when the previous month's bill has not been paid in full within 25 days from the billing date. The percent charge is applied to the total unpaid amount carried forward and is included in the total amount due on the subscriber's current bill.
- D. Should service be suspended for nonpayment of charges, it will be restored upon payment of the Line Change Charge applicable for restoration of service as provided in Section A4. When the period of suspension is less than one month, the regular charges for the full month of service shall apply.
- E. When the service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Reestablishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Guidebook.
- F. In its discretion, the Company may restore or reestablish service which has been suspended or disconnected for nonpayment of charges, or otherwise discontinued, terminated or interrupted, (e.g. reacquisition customers or customers receiving service from a Competing Local Provider (CLP) who has filed bankruptcy) prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or disconnect service for nonpayment of any such or other charges due and unpaid or for the violation of the provisions of this Guidebook; nor shall the failure to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due amount.
- G. When a check or draft tendered for payment of a customer's account is subsequently returned by the institution on which it is written due to failure of the issuing institution to honor the check or draft for a good and sufficient reason, a fee will be charged the customer up to the maximum amount allowed by law for each such returned check or draft. The returned check charge also applies to returned Automatic Funds Transfer transactions.  
The Company at its option for good cause may refuse to accept a check or draft tendered as payment on a customer's account.
- H. The Installment Billing option in Section A4 is available, allowing customers to spread payment of nonrecurring (installation and Service Charges) in up to twelve (12) equal installments, with no interest. Customers who have deferred payment agreements for services provided by the Company will be allowed to spread nonrecurring charges plus interest over a period in excess of twelve (12) months, over the respective period of the agreement. Interest on deferred amounts will be calculated at the rate set forth in the deferred payment agreement executed by the customer. The interest rate to be charged on deferred payments will be revised periodically by the Company. If in the judgment of the Company the maximum interest rate allowed by law is insufficient to cover the costs of providing the deferred payment option, the Company will suspend the availability of said option until such time as the costs of providing said option can be recovered through the application of a lawful interest rate. Suspension of the deferred payment option will not affect customers who have executed a deferred payment agreement prior to the effective date of such suspension. The deferred charges (including calculated interest) will be prorated on a monthly basis over the selected deferral period length.

(M)

**A2. GENERAL TERMS AND CONDITIONS** (T)

**A2.4 Payment Arrangements And Credit Allowances (Cont'd)**

**A2.4.3 Payment for Service (Cont'd)**

**I. Toll Credit Limit (TCL)** (T)

Toll Credit Limit (TCL) is an interim phase of toll denial in lieu of local service denial. It offers subscribers the option of toll restriction while paying a deposit and/or final bill or excessive long distance charges in installments over a period of up to four months. Special provisions apply for Lifeline Service customers as specified in Section A3.31. Full toll restriction means that access to the toll network will be blocked for the subscriber. This process will use the Customized Code Restriction Option 3a at no charge for subscribers requesting new service and for existing subscribers. The Customized Code Restriction Option 3b will also be available at no charge for subscribers requesting new service while paying a deposit and/or final bill. Billed Number Screening which is also known as Toll Blocking Exception (TBE) will also be included at no charge. (T)(M)

1. A trial of this interim phase has been implemented for residence subscribers in North Carolina. (M)
2. The new process shall apply for subscribers requesting new service with no outstanding bill balance, subscribers requesting new service with unpaid balances from previous service, and for existing subscribers with excessive long distance charges. (T)

a. New Service With No Outstanding Charges For Previous Service(s) (T)

When the Company deems it necessary for a subscriber requesting new service to pay a deposit and the subscriber is unable to pay the deposit in full, the subscriber may be allowed to pay the deposit in four installments over a period of up to four months if the subscriber agrees to a full toll restriction of the service.

b. New Service With Outstanding Charges For Previous Service(s) (T)

Subscribers requesting new service who have outstanding charges from previous service(s) with the Company, which have not yet been referred to an outside collection agency, will be allowed to select full toll restriction of the service until the charges are paid in full. These outstanding charges are usually referred to an outside collection agency after forty-five days. These subscribers can make arrangements to pay the charges in four installments over a period of up to four months. (T)

c. Existing Service

Subscribers with higher than average toll usage between billing dates will be notified via a notice with a copy of the toll charges enclosed. Subscribers with unbilled long distance charges which exceed their normal credit limit who are unable to pay the charges in full may be allowed to retain their local service if they elect to have a full toll restriction placed on their existing service, at no charge, until the long distance charges have been paid. If these charges are not paid in full, the subscriber's service will be toll restricted at no charge. These subscribers may arrange to pay the outstanding balance in up to four installments over a period of up to four months. Suspended service is not applicable for toll credit limit. The subscriber must eliminate and avoid any overdue local balance in order to avoid disconnection of local service. (T)

**J. Local Credit Option (Obsoleted, See Section A102)**

**K. Miscellaneous Fees Associated With Payments**

1. Payment Convenience Fee for Payment Made Via Telephone Call

A fee may apply for each instance of payment of outstanding charges when authorized by the subscriber to a service representative by telephone and when the method of payment would allow the payment to be immediately credited to the subscriber's account, such as payment via a credit card, an electronic check (eCheck), or any other discretionary type payment that may be accepted by the Company through such telephone contacts. This fee will not apply for payments taken directly by subscribers to authorized Company payment locations, payments mailed in, automatic funds transfers, payments through the Company Internet website (www.bellsouth.com or www.att.com), and other conventional methods of payments. The subscriber would be informed of any applicable charges prior to processing the subscriber's request.

a. Rates and Charges

(1) Per Telephone Request

	<b>Rate</b>	<b>USOC</b>
(a) Residence	<b>\$5.00</b>	<b>NA</b>
(b) Business	<b>5.00</b>	<b>NA</b>

**Page 16.0.2 is hereby deleted in its entirety and removed from this Guidebook** (N)



## **A2. GENERAL TERMS AND CONDITIONS**

(T)

### **A2.4 Payment Arrangements And Credit Allowances (Cont'd)**

#### **A2.4.4 Allowance for Outages**

(M1)

When a service outage occurs in service provided or facilities furnished by the Company, a pro rata adjustment of the fixed monthly charges will be credited as specified following to the customer's account for the service and facilities rendered useless and inoperative. Credit will not be given for outages due to negligence or willful act of the subscriber or to the failure of the facilities provided by the subscriber. Except as otherwise specified in this *Guidebook*, when an outage is reported to the Company a credit will be automatically applied for outages in excess of twenty-four hours and will also be applied upon request for outages less than twenty-four hours. For the purpose of administering this, every month is considered to have thirty days.

(T)(M1)

#### **A2.4.5 Provision for Certain Local Taxes and Fees**

If a municipality or political subdivision collects or receives any payment or payments or any telephone service without charge or at reduced rates from the Company for or by reason of the use of the streets, alleys or public places of a municipality or political subdivision or for or by reason of the operation of the Company's business or any portion or phase thereof in the municipality or political subdivision or by reason of an agreement between the municipality or political subdivision and the Company, whether such payments or such service be called a license, occupational, privilege, franchise or inspection tax or fee or otherwise, or whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits or other facilities or otherwise, the aggregate amount of such payments and such service will be billed, insofar as practical, pro rata to the exchange customers within such municipality or political subdivision, provided, however, the foregoing shall not apply to any such payment or payments or to any such telephone service without charge or at reduced rates during the term of any agreement or arrangement now in effect.

#### **A2.4.6 Reserved for Future Use**

#### **A2.4.7 Reserved for Future Use**

#### **A2.4.8 Reserved for Future Use**

#### **A2.4.9 Reserved for Future Use**

#### **A2.4.10 Payment Plans and Options for Contract Services**

##### **A. General**

1. The *Terms and Conditions* specified herein are applicable, all or in part, for service only where stated specifically in that service's respective section of this *Guidebook*. (T)
2. Services furnished under Payment Plans for Contract Services (PPCS) are subject to all general *Terms and Conditions* applicable to the provision of service by the Company as stated elsewhere in this *Guidebook*, except as noted herein. (T)
3. The PPCS are payment plans which allow customers to pay fixed or variable rates for services provided over variable length contractual payment periods. A specific monthly rate applies for the duration of each period. (T)  
 Payment periods for services provided under PPCS will be described in the services' specific *Guidebook* section. The following is an example of payment periods offered.
  - a. Payment Plan A - payment periods may be selected from 24 months to 48 months in length, at Payment Plan A rates and charges.
  - b. Payment Plan B - payment periods may be selected from 49 months to 72 months in length, at Payment Plan B rates and charges.
  - c. Payment Plan C - payment periods may be selected from 73 months to 96 months in length, at Payment Plan C rates and charges.
4. Payment plans may be established or renewed for a period of service beyond the longest payment plan option, provided the payment period does not exceed 120 months. Rates for the longest payment plan option will apply, unless otherwise specified in this *Guidebook*. (T)
5. When the customer orders service to be provided under a PPCS arrangement, the customer must designate to the Company the payment plan and the service period desired, e.g. Payment Plan B and sixty months. (M)

M1 - Material appearing on this page previously appeared on page(s) 16.0.2 of this section.

M2 - Material previously appearing on this page now appears on page(s) 16.2 of this section.

## **A2. GENERAL TERMS AND CONDITIONS**

(T)

### **A2.4 Payment Arrangements And Credit Allowances (Cont'd)**

#### **A2.4.10 Payment Plans and Options for Contract Services (Cont'd)**

- B. Application of Rates and Charges** (T)
1. Rates stabilized under a PPCS arrangement are exempt from Company-initiated increases. However, decreases (except for rates changed under a restructure) for any rate element will automatically flow through to the customer. (M)
  2. When customers renew or change the length of their payment period, the rates applicable for the new period are those currently in effect at the time of the renewal or change in the length of the payment period. A Service Charge will not be applicable for such renewals or changes to the payment period. (M)
  3. Recurring rates and installation, termination, service establishment, service charges and other nonrecurring charges apply according to the appropriate schedules for service offered as associated items to the Contracted Service, and are filed elsewhere in this *Guidebook*. (T)(M)
  4. Customer requests for inside moves of service will not affect the contract period. (M)
  5. Where applicable, a change in jurisdiction will not constitute a disconnect of service provided the new PPCS arrangement is at least the minimum number of months allowable under Payment Plan A or equals/exceeds the remaining service period, whichever is greater, and provided the new PPCS arrangement is for the same customer at the same location for the same capacity service.
- C. Termination Charge**
1. In the event that all or any part of a service is disconnected at a customer's request prior to expiration of any selected payment period of greater than one month's duration, the customer will be required to pay a termination charge as stated in that service's section of this *Guidebook*. (T)
- D. Additions**
1. Additions of services or rate elements, e.g. ports, new local channels, interoffice channels, etc., must be under a new PPCS arrangement at rates and charges as specified in B. (T)
  2. Termination charges for premature disconnection of added contractual services will apply as set forth under Disconnects as stated in E. (T)
- E. Disconnects**
1. When a service or rate element, included under a PPCS arrangement, is disconnected prior to expiration of the selected service period, termination charges apply as set forth in this *Guidebook* for such service. Remaining services or rate elements will not be affected by such disconnections. (T)
  2. When a service under a PPCS arrangement is disconnected prior to the expiration of a selected service period as a result of a change of jurisdiction, termination charges will not apply when: (T)
    - the completed service period is twelve months, or twenty-five percent of the length of the originally selected PPCS service period, whichever is greater, and
    - the service orders to install the new service and disconnect the old service are related together and there is no lapse in service between installation of the new service and disconnection of the existing service, and
    - the service orders are for the same customer at the same location.
- F. Moves of Equipment**
1. The appropriate nonrecurring charges for inside moves for items associated with contract services as specified in this and other *Guidebooks* are applicable. This type movement will not affect the contract period. (T)
  2. Customer requests for moves of service(s) under PPCS, other than inside moves, will be subject to the conditions stated in L. (T)
- G. Requests for Changes in Length of Optional Payment Period**
1. Subsequent to the establishment of a contract with a PPCS period, and prior to the completion of that period, the existing payment period may be replaced by:
    - a. A currently offered payment period at the current rates, with a length equal to or longer than the time remaining in the existing service agreement, subject to the following conditions:
      - (1) No credit will be given for payments made during the formerly selected period.
      - (2) The new payment period begins with the new PPCS effective date.
      - (3) No termination charge applies for the remaining portion of the former payment period.
      - (4) Nonrecurring charges will not be reapplied.
      - (5) A Service Charge will not apply.

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## A2. GENERAL TERMS AND CONDITIONS

(T)

### A2.4 Payment Arrangements And Credit Allowances (Cont'd)

#### A2.4.10 Payment Plans and Options for Contract Services (Cont'd)

##### G. Requests for Changes in Length of Optional Payment Period (Cont'd)

1. Subsequent to the establishment of a contract with a PPCS period, and prior to the completion of that period, the existing payment period may be replaced by: (Cont'd)
  - b. A currently offered payment period at the current rates, with a length shorter than the time remaining in the existing service agreement, subject to the following conditions:
    - (1) No credit will be given for payments made during the formerly selected period.
    - (2) The new payment period begins with the new PPCS effective date.
    - (3) A termination charge applies for the remaining portion of former payment period.
    - (4) Nonrecurring charges will not be reapplied.
    - (5) A Service Charge will not apply.

##### H. Renewal Options

1. The customer has the following renewal options:
  - a. Prior to completion of the current payment period, any period available under the PPCS may be selected at the rates in effect for new customers at the time of the renewal. The customer will be charged the current rate for the newly selected payment period, commencing the day following completion of the prior payment period.
  - b. Service may be continued on a month-to-month basis at the current rate for the one-month payment period, unless otherwise specified in this Guidebook. The customer has no additional service commitment and, consequently, when service is terminated will not be subject to any termination charge. The one month service will be subject to Company-initiated rate adjustments.
  - c. If the customer does not elect an additional payment period or does not request discontinuance of service, service will be continued at the monthly rate currently in effect for the month-to-month payment rate, under the terms specified in b. (T)
  - d. Letters of Election executed on or after October 1, 2012, shall automatically renew for an additional one-year term under the same rates, terms and conditions in effect under the original Letter of Election, unless the Subscriber or the Company provides written notice of its intent not to renew the Letter of Election at least sixty (60) days prior to the expiration of the initial term or any subsequent additional one-year term.
2. Service charges are not applicable for services renewed under the PPCS. Any additional service and associated new rate elements added at the time of renewal will be subject to all appropriate nonrecurring charges.
3. The Company may discontinue or change any or all renewal options.
4. When a customer renews a PPCS arrangement, the rates and charges in effect on the first day of service of the renewal will apply.
5. Recognition of previous service will be given to customers who renew an existing PPCS arrangement, for all associated rate elements at the same location(s), provided that the length of the new PPCS arrangement is at least the minimum number of months allowable under Payment Plan A or equals/exceeds the remaining service period of the original PPCS arrangement, whichever is greater.
6. Recognition of previous service will be given to month-to-month customers with a service date of December 15, 1995 or later who convert to a PPCS arrangement. For customers whose service date is December 15, 1995 or earlier, recognition will be given for the previous service back to December 15, 1995. For customers whose service date is later than December 15, 1995, recognition for the previous service will be given back to the actual service date.
7. To determine the appropriate PPCS for the renewed arrangement, recognition of service will consist of the sum of months in service of the completed service arrangement and the sum of the months of the proposed service period of the PPCS arrangement. For example, a PPCS arrangement for a thirty-six month service period under Payment Plan A is renewed for twenty-four months with no changes at the end of the thirty-six month period. The sum of months for the completed and proposed service periods would equal sixty months and would be billed under Payment Plan B. Another example is a Month-to-Month customer, in service for fifteen months, who wishes to convert to a sixty month PPCS arrangement with no changes. The combined service period of the Month-to-Month arrangement and the PPCS arrangement is equal to seventy-five months, which would be billed under Payment Plan C.

## A2. GENERAL TERMS AND CONDITIONS (T)

### A2.4 Payment Arrangements And Credit Allowances (Cont'd)

#### A2.4.10 Payment Plans and Options for Contract Services (Cont'd)

##### I. Transfer of Service

1. Service may be transferred to a new customer at the same location upon prior written concurrence by the new customer as specified in this *Guidebook*. This does not constitute a disconnect of service or a discontinuance of an existing PPCS arrangement. The new customer will be subject to all provisions and equipment configurations currently in effect for the previous customer. *Terms and Conditions* concerning transfer of service between subscribers as stated in other sections of this *Guidebook* also apply under PPCS. (T)

##### J. Deferred Payment

1. Payment of nonrecurring charges for services under contract payment plans which provide for deferred payments may be deferred over the length of the customer's payment period or a shorter period (in annual increments) subject to the conditions specified in the *Guidebook* for the contracted service as well as the conditions following: (T)
  - a. The charges to be deferred must be the installation, service establishment and/or other nonrecurring charges (including the applicable interest).
  - b. The payment period must be longer than one month.
  - c. The minimum amount deferrable shall be the minimum amount set forth in the specific *Guidebook* for the contracted service. (T)
  - d. Interest on deferred amounts will be calculated at the rate set forth in the deferred payment agreement executed by the customer. The interest rate to be charged on deferred payment arrangements made on or after August 20, 1997 is 11.25 percent on an annual effective rate basis. For deferred payment arrangements made prior to August 20, 1997, the applicable interest rate is 10.5 percent on an annual effective rate basis. If, in the judgment of the Company, this interest rate allowed by law is insufficient to cover the costs of providing the deferred payment option, the Company will suspend the availability of said option until such time as the costs of providing said option can be recovered through the application of this interest rate. Suspension of the deferred payment option will not affect customers who have executed a deferred payment agreement prior to the effective date of such suspension. (T)
  - e. The deferred charges (including interest) will be prorated on a monthly basis over the length of the selected deferral period.
  - f. All deferred charges must be paid in full when the customer:
    - (1) Disconnects service, for the system or service, prior to expiration of the deferral period.
    - (2) Fails to pay a monthly amount within thirty days of its due date.
    - (3) Selects a payment period with an expiration date prior to the expiration date of the deferral period.
    - (4) Moves a service under PPCS to another location in Company territory within the same state, with the exception of an inside move.
  - g. The customer may prepay only the total outstanding deferred charges at any time during the selected deferral period. The customer will be given a credit for the amount of unearned interest. The customer may not prepay less than the total of the outstanding deferred charges.

##### K. Prepayment

Under contracted services, the customer may prepay the total outstanding recurring monthly rates that are approved for prepayment, for payment periods greater than one month. The prepayment of monthly rates in no way constitutes a purchase and the Company retains full ownership of all services covered by the prepayment. The following conditions apply:

1. Customers who prepay six months or more will have an allowance applied. The prepayment interest rate is 10.5 percent on an annual effective rate basis for customers prepaying on or after August 20, 1997. For prepayments made prior to August 20, 1997, the prepayment interest rate is 8.75 percent on an annual effective rate basis.
2. Monthly rates for all services covered by a single Letter of Election must be prepaid. Monthly rates must be prepaid for services added subsequently and placed on the same Letter of Election (i.e., customer-elected coterminous option) with a prepaid service.
3. Customers who change the length of a prepaid payment period will be credited any unused portion of the prepayment, subject to termination charges as specified preceding and/or in the *Guidebook* for the contracted service. (T)
4. Customers who prematurely disconnect will have termination or cancellation charges deducted from the prepaid amount and any balance credited to their account. (M)

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## A2. GENERAL TERMS AND CONDITIONS (T)

### A2.4 Payment Arrangements And Credit Allowances (Cont'd)

#### A2.4.10 Payment Plans and Options for Contract Services (Cont'd) (M)

##### L. Moves of Service(s) under PPCS

Termination charges will not apply to customer requests for moves of service under PPCS from one location to another location subject to the following:

1. The original and new premises locations must be in Company territory within the same state.
2. The move from the original location to the new location must be completed within thirty days of the original premises disconnect date.
3. No lapse in billing will occur for moves of service under PPCS.
4. Orders to disconnect the existing service and reestablish it at the new location must be related.
5. Any rate elements from the original location that are not reestablished at the new location will be subject to applicable termination charges.
6. Any additions made at the new location will be treated as coterminous additions in accordance with D. (T)
7. All *Terms, Conditions* and charges for changes made to the service coincident to the move shall apply. (T)
8. All appropriate nonrecurring charges for moves of service as specified in this *Guidebook* will apply. (T)
9. Moves of service that involve a change of jurisdiction, e.g., intraLATA to interstate, etc., will not be treated as a disconnect of service with regard to termination liability application. The customer must subscribe to a payment arrangement offered in the appropriate interstate tariff which is at least the minimum number of months allowable under Payment Plan A or equals/exceeds the remaining contract period, whichever is greater.

#### A2.4.11 Economic Waiver Exception to Termination Liability for Business Customers (T)

*The Company* will waive early-termination liability charges associated with a Local Exchange Term Election Agreement plan, program, or promotion for business customers who voluntarily and in good faith file bankruptcy under Chapter 7 of the U.S. Bankruptcy Code, 11 U.S.C. Sections 101-1330. This exception is a one-time waiver. To qualify for this waiver, subscriber must present a copy of the Chapter 7 Bankruptcy filing to *the Company*, must disconnect all their local exchange service as a result of going out of business, and must have had an existing local exchange Term Election Agreement in effect for at least six (6) months. This exception only applies to disconnects and bankruptcy filings after September 16, 2005. This waiver does not apply to product contracts, Letters of Election, Contract Service Arrangements, or Special Assembly. Subscriber may not have any other outstanding amounts due except the termination liability.

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## A2. GENERAL TERMS AND CONDITIONS

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### A2.5 Liability of the Company

#### A2.5.1 Service Irregularities

- A. Damages may arise out of impairment of service provided by the Company to its subscribers. Such impairment may be caused by defects or failures in facilities, or by mistakes, omissions, interruptions, preemptions, delays, errors, or defects in the provision of its services set forth herein. Such impairment may also be caused by the Company's failure to maintain proper standards of maintenance and operation, or by its failure to exercise reasonable supervision. The Company's liability for damages caused by any such impairment shall not exceed the proportionate charge to the subscriber for the period of service during which the impairment existed. The Company has no liability for damages caused by the negligence of the subscriber.
- B. The Company shall not be liable for damage arising out of mistakes, omissions, interruptions, preemptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company; (1) caused by Customer-provided equipment (except where a contributing cause is the malfunctioning of a Company-provided connecting arrangement, in which event the liability of the Company shall not exceed an amount equal to a proportional amount of the Company billing for the period of service during which such mistake, omission, interruption, preemptions, delay, error, defect in transmission or injury occurs), or (2) not prevented by Customer-provided equipment but which would have been prevented had Company-provided equipment been used.

- C. Unauthorized Computer Intrusion

The Company's liability, if any, for its willful misconduct is not limited by this Section. With respect to any other claim or suit by a subscriber, common carrier, reseller, or any other party for damages caused by, or associated with, any unauthorized computer intrusion, including but not limited to the input of damaging information such as a virus, time bomb, any unauthorized access, interference, alteration, destruction, theft of, or tampering with, a Company computer, switch, data, database, software, information, network or other similar system, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge by the Company for the service for the period during which the service provided by the Company was affected or so utilized.

(T)

Each subscriber of the Company shall be responsible for providing appropriate security measures to protect the subscriber's computer, data, or telecommunications network.

- D. Transmission of Data

Voice-grade lines are primarily conditioned to handle data speeds up to 9.6 kilobits per second (kbps). The Company makes no guarantee that voice-grade access lines and/or facilities are suitable for the transmission of data. However, in those cases where the transmission of data is attempted, the Company shall not be held liable for any damage, harm or loss of data caused by the subscriber using the Company's voice-grade telephone access lines and/or facilities for the transmission of data. The Company's liability shall be limited to errors or damages to the transmission of voice messages over these facilities, and the liability shall be limited to an amount equal to the proportionate amount of the Company's billing for the period of service during which the errors or damages occur.

The Company's liability for damages or errors caused during the transmission of data over any of the Company's data facilities shall be limited to an amount equal to the proportionate charge for the service for the period during which the service was affected.

- E. Errors or Damages Caused by System Date Limitations

The Company's liability for errors or damage resulting from the inability of the Company's systems to process dates, such as the Year 2000, shall be limited to an amount equal to the proportionate amount of the Company's billing for the period of service during which the errors or damages occur.

- F. Unauthorized Devices

The Company shall not be held liable or responsible for any damage or harm that may occur as the result of unauthorized devices or the failure of the Company to detect unauthorized devices on the subscriber's line.

#### A2.5.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with this Company's facilities in establishing connections to points not reached by this Company's facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

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## **A2. GENERAL TERMS AND CONDITIONS**

(T)

### **A2.5 Liability of the Company (Cont'd)**

#### **A2.5.3 Indemnifying Agreement**

This Company shall be indemnified and saved harmless by the subscriber or subscribers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the subscriber; and against all other claims arising out of any act or omission of the subscriber in connection with the facilities provided by the Company.

#### **A2.5.4 Defacement of Premises**

The Company is not liable for any defacement of or damage to the premises of a subscriber resulting from the furnishing of service or the attachment of the equipment, apparatus and associated wiring furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of employees of the Company.

#### **A2.5.5 Period for the Presentation of Claims**

The Company shall not be liable for damages or statutory penalties in any case where a claim is not presented in writing within sixty days after the alleged delinquency occurs.

#### **A2.5.6 Equipment in Explosive Atmosphere**

- A. The Company does not guarantee nor make any warranty with respect to equipment and facilities provided by it for use in an explosive atmosphere. The subscriber shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the subscriber or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the subscriber or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.
- B. The Company may require each subscriber to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.
- C. The subscriber shall furnish, install and maintain sealed conduit with explosion-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The subscriber may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

### **A2.6 Reserved for Future Use**

### **A2.7 Obligation of the Company**

#### **A2.7.1 Obligation to Furnish Service**

The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

### **A2.8 Reserved for Future Use**

### **A2.9 Customer Premises Inside Wire**

#### **A2.9.1 General**

- A. Customer premises inside wire and standard jacks associated with residence and business individual and party line basic exchange services, as defined in Section A1, may be provided by any party authorized by the customer.
- B. Customer premises inside wire is defined as that wire, including connectors, blocks and jacks, on the customer's side of the demarcation point, that extends between the termination of the Exchange Access Line or Private Line and those standard jack locations on the customer's side of the demarcation point to which terminal equipment can be connected for access to the Exchange Access Line.
- C. Customer premises inside wire provided by the customer may be connected to residence and business individual and party line basic exchange service or Private Line Service furnished by the Company according to Part 68 of the Federal Communications Commission (FCC) Rules and Regulations.

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## A2. GENERAL TERMS AND CONDITIONS

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### A2.9 Customer Premises Inside Wire (Cont'd)

#### A2.9.2 Responsibility of the Customer

- A. Customer premises inside wire must be installed in accordance with Part 68 of the FCC Rules and Regulations and with Article 800 of the National Electrical Code.
- B. In the event the customer maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property, or death or injury of the customer or the customer's agent. The customer will save the Company harmless from any and all liability, claims, or damage suits arising out of the customer's wire maintenance activity.
- C. In those instances where the Company makes a repair visit to the customer's premises solely to determine that the service difficulty or trouble results from customer-provided inside wire that is not installed in accordance with the technical standards for such wire, the customer is responsible for the payment of the Trouble Location Charge.

#### A2.9.3 Provision of Network Interface

(M)

- A. The Network Interface for the connection of customer premises inside wire is provided as part of the Exchange Access Line. There will be no material charge to the customer for a Network Interface of the miniature modular type. However, the charges for Network Interfaces other than the miniature modular type are shown in A14.1. (T)(M)
- B. The normal location of the Network Interface is in close proximity to the protector or equivalent if located outside or where the Company's facilities enter the customer's premises when located inside. (M)
- C. When at the insistence of the customer, an existing Network Interface is moved from the outside to the inside, or vice versa, the Premises Work Charge in Section A4 will apply in addition to other applicable A4 charges. (T)(M)
- D. There will be no charge to the customer when the Company retrofits existing Access Line terminations in connection with other maintenance or installation work at the customer's premises. (M)
- E. When a Network Interface is installed at the Customer's request on existing service, Service Charges will apply as covered in Section A4. (T)(M)

#### A2.9.4 Point of Connection

(M)

- A. Customers may connect simple inside wiring to the telephone network at the Network Interface or by direct access to local exchange carrier installed wiring on the customer's side of the demarcation point. (M)
- B. Such direct attachment may include, but is not limited to, splicing, bridging, twisting and soldering. (M)
- C. Customer access to the carrier's protector or any wiring on the network side of the demarcation point is prohibited. (M)
- D. Complex inside wiring may be connected to the network only through standard Company installed jacks and plugs. (T)(M)

#### A2.9.5 Violation of Terms and Conditions

(T)(M)

- A. Where customer-provided inside wire is in violation of A2.9, the Company will promptly notify the customer of the violation and will take such immediate action as is necessary for the protection of the telecommunications network and Company employees. (M)
- B. The customer shall discontinue use of the customer-provided inside wire or correct the violation and notify the Company in writing that the violation has been corrected within 10 days after receipt of such notice. (M)
- C. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of this *Guidebook*. (T)(M)

**Page 19.1 is hereby deleted in its entirety and removed from this Guidebook**

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## **A2. GENERAL TERMS AND CONDITIONS**

(T)

### **A2.10 Special Promotions**

#### **A2.10.1 Terms and Conditions**

(T)

- A. The Company may offer special promotions of new or existing services or products for limited periods. These promotions will be offered on a completely non-discriminatory basis with each subscriber in the classification of service and area for which the promotion is offered having an equal opportunity for participation, subject to the availability of products, services and facilities. (T)

#### **A2.10.2 Reserved for Future Use**

### **A2.11 Trademarks and Service Marks Protection**

#### **A2.11.1 Use of Trademarks and Service Marks**

Trademarks and Service Marks owned by *AT&T* Intellectual Property may not be used by any entity concurring in or providing services pursuant to this *Guidebook*, except under an express written license agreement with *AT&T* Intellectual Property. (T)

### **A2.12 Reserved for Future Use**

### **A2.13 Reserved for Future Use**

### **A2.14 Customer Agents**

#### **A2.14.1 General**

- A. The conditions specified herein apply to any entity (hereinafter "agent"), including but not limited to Customer Premises Equipment Providers, Enhanced Service Providers, and Interexchange Carriers acting or purporting to act on behalf of a customer or prospective customer (hereinafter "customer") in transactions with the Company. Such transactions may include, but are not limited to; (1) requests for information about the service or equipment of any customer, (2) negotiations regarding deposits, (3) orders for establishment of or changes in service or equipment, and (4) requests for or inquiries concerning the repair or maintenance of the service or equipment of any customer.

#### **A2.14.2 Responsibility of the Agent**

- A. The agent shall at all times act within the scope of the agent's authority as defined in the agent's agreement with the customer and shall not undertake any transaction with the Company on behalf of any customer unless the agent has been authorized to do so by that customer.
- B. In undertaking any such transactions on behalf of any customer, the agent shall comply with all Rules, *Terms and Conditions* in this Section applicable to the transaction or to the service or equipment to which the transaction pertains. (T)

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## **A2. GENERAL TERMS AND CONDITIONS**

(T)

### **A2.14 Customer Agents (Cont'd)**

(M)

#### **A2.14.3 Warranty and Liability of the Agent**

(M)

- A. By undertaking any transaction with the Company on behalf of a customer, the agent warrants and represents to the Company that the agent has been duly authorized by the customer to act on behalf of the customer in the transaction undertaken. In the event that the customer denies that the agent has acted within the scope of its authority, the agent shall assume responsibility for such transactions and will indemnify and hold the Company harmless from any and all damages, losses, or claims resulting from such dispute or denial by the customer, except for any damages, losses, or claims resulting from the Company's willful misconduct, and will pay any and all applicable rates and charges for services rendered or equipment supplied by the Company because of the agent's actions. The foregoing in no way absolves the customer from liability arising from authorized transactions performed by the agent on behalf of the customer.

(M)

#### **A2.14.4 Proof of Authority**

(M)

- A. When the Company in the reasonable exercise of the Company's discretion believes it appropriate, the Company may request proof of the authority of any party claiming to be the agent of the customer prior to acting upon such request. In the event the Company determines that the agent has submitted orders or inquiries without specific authorization, the Company will not accept orders or inquiries from the agent without specific proof of proper authorization. Failure of the Company to request such proof shall not, however, limit or otherwise affect the agent's responsibility or liability set forth herein, nor shall such a failure constitute a waiver of the Company's right to request such proof at any time in the future.

(M)

### **A2.15 Demarcation Point**

(M)

#### **A2.15.1 General**

(M)

##### **A. Demarcation Point Location**

(M)

1. The demarcation point is comprised of a Company-provided Network Interface (NI) jack and is located on a customer's premises in accordance with 2 and 3.
2. Single Family Residence - The normal location of the demarcation point is at an Outdoor Network Interface (ONI) jack affixed to the exterior of the residence. If the subscriber so requests, the demarcation point will be located inside the residence at the facilities entry point or as close to that point as practicable.

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## **A2. GENERAL TERMS AND CONDITIONS**

(T)

### **A2.15 Demarcation Point (Cont'd)**

#### **A2.15.1 General (Cont'd)**

(M)

##### **A. Demarcation Point Location (Cont'd)**

(M)

##### **3. Other Buildings (Cont'd)**

(M)

- a. Where a subscriber has provided a telephone equipment room at the premises, the equipment room will be considered the most practicable point of demarcation, unless the subscriber requests a demarcation point location that is closer to the facilities entry point. (M)
- b. If the owner of a multi-tenant property (one or more buildings on the same contiguous property as defined in North Carolina Utilities Commission Rules R14-2) requests that the Company place or relocate the demarcation point for all tenants/subscribers to one or more points which are located remotely from the tenants/subscribers' premises, such requests will be accommodated if all known tenants/subscribers agree to such an arrangement and if appropriate facility arrangements can be made. The appropriate charges will apply, as specified in Section A4 and/or A5, to the party or parties who request the relocation. If the placement or relocation is at the request of the tenants/subscribers, such request will be accommodated if the building owner agrees with the arrangement and if appropriate facility arrangements can be made. The appropriate charges will apply, as specified in Sections A4 and/or A5, to the party or parties who request the relocation. (T)(M)
- c. Single Tenant, Single Floor - Where customer line requirements can be accommodated with an Outdoor Network Interface (ONI), an ONI will be affixed to the exterior of the building. Where customer requirements cannot be accommodated with an ONI, or where the customer requests an interior demarcation point, the demarcation point will be located at the facilities entry point. (M)
- d. Single Tenant, Multi-floor - One demarcation point will be established on each floor of the building, located at the facilities entry point, unless the subscriber requests a lesser number of demarcation points. (M)
- e. Multi-tenant Buildings - One demarcation point will be established at the facilities entry point in each tenant's premises, except as specified in paragraph b. preceding. Where one subscriber occupies multiple floors, one demarcation point will be established on each floor at the facilities entry point, unless the subscriber requests a lesser number of demarcation points. (M)
- f. Campus-type properties - Demarcation points will be established in each building on campus properties, in accordance with the preceding. (M)

#### **A2.15.2 Definitions**

(T)

##### **DEMARCATIION POINT**

(M)

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

##### **FACILITIES ENTRY POINT**

The facilities entry point is a point within twelve inches, or as close to that point as practicable, to where the Company's cable or wire first enters a customer's premises through a wall, floor, ceiling or conduit.

##### **PREMISES**

(M)

The premises is the discrete real property owned, leased or controlled by a subscriber for the subscriber's own residential or business use. (M)

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## A2. GENERAL TERMS AND CONDITIONS

### A2.16 Checks for Unauthorized Devices

(M)

#### A2.16.1 General

(M)

- A. At the subscriber's request, the Company shall check the subscriber's telephone line for the presence of unauthorized listening or recording devices attached to the line for the purpose of listening to or recording the subscriber's communications without permission. This will involve testing the line for an electrical fault between the central office and the Network Interface. The absence of an electrical fault will not necessarily mean that there is no unauthorized device on the line. It is possible that advanced technological devices might not be detectable by the Company's test. (M)
- B. Upon receipt of the subscriber's request, the Company will test the line between the central office and the Network Interface to determine if an electrical fault is present. If no electrical fault is detected, the Company shall notify the subscriber that no trouble was found. (M)
- C. If an electrical fault is detected during the central office testing, the Company will dispatch a technician to the subscriber's premises, with the concurrence of the subscriber. During the visit, the technician will inspect only the Company's facilities from the serving terminal to the Network Interface for any unauthorized devices attached to the subscriber's line. No facilities on the subscriber's side of the Network Interface will be inspected during the visit. (M)
- D. If no trouble is detected during the central office testing, and the subscriber requests that a technician be dispatched to the premises for further testing, a technician will be dispatched. During the visit, the technician will inspect only the Company's facilities from the serving terminal to the Network Interface for any unauthorized devices directly connected to the subscriber's line. No facilities on the subscriber's side of the Network Interface will be inspected during the visit. (M)
- E. If no unauthorized device is found at the premises, the subscriber will be advised that no unauthorized device was found. If the line fault was caused by normal service hazards, the technician will clear the problem and the subscriber will be notified that the problem was cleared. (M)
- F. If an unauthorized device is found on the subscriber's line, the technician will not disturb or remove the device unless it poses a hazard to the network. The matter will then be referred to the Company's Security Organization for further investigation. (M)
- G. The Company shall not be liable or responsible for any damage or harm that may occur as the result of unauthorized devices or the failure of the Company to detect unauthorized devices on the subscriber's line. (M)

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## A3. BASIC LOCAL EXCHANGE SERVICE

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## A3. BASIC LOCAL EXCHANGE SERVICE

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**Note 1:** This service appears in the General Subscriber Service Tariff, Section A3.31.



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## A3. BASIC LOCAL EXCHANGE SERVICE

### A3.1 General

#### A3.1.1 Terms and Conditions

- A. Individual line residence and business Basic Local Exchange service is comprised of exchange access lines defined as follows:  
Exchange Access Line - The serving central office line equipment and all the Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the offering selected by the customer.
- B. Exchange access lines and station sets are subject to the nonrecurring charges specified in Section A4.
- C. Rates for Basic Local Exchange service may be related to the total number of exchange access lines and PBX trunks in the local calling area.
- D. Exchange Service Areas for each exchange are identified on maps.
- E. Rates specified in Section A23 apply for Basic Local Exchange service which is extended by the subscriber to patrons of hotels and motels or to occupants of time share or condominium complexes serving primarily transient tenants.
- F. The rates for service and equipment not specifically shown in this section are presented in other sections of this Guidebook.
- G. In all sections of this Guidebook, the Private Line Guidebook, the Access Guidebook and the Access Service Tariff, any reference to business line rates refer to the complex business individual line rates as provided in this Section when both simple and complex business individual line rates exist.
- H. On operator assisted calls, the usage charges applicable to the calling number, not the billed number, will apply. Operator assisted service charges as specified in A3.9 will also apply.
- I. (DELETED)
- J. The minimum contract period for expanded local service is one month.
- K. Customers may subscribe to Local Usage Detail as specified in A3.22, to receive an itemized list of billed local calls in lieu of the usual summary of local measured rate calls.
- L. Coin telephone services offered in Section A7 are excluded from these plans.
- M. For services that are excluded from Expanded Local Service and whose rates are based on the individual line flat rate, use the applicable Community Caller Plus rate.
- N. Residence Access Line Retention Offer  
Existing residential customers who call to disconnect service with AT&T and elect to stay and have one (or up to a maximum of two) access line(s) may be eligible to receive a \$6 per month bill credit for 12 months. The following conditions apply:
  1. Customers must keep the required services for 30 days to receive the benefit of this offer.
  2. Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.
  3. If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease.
  4. AT&T employees are not eligible for this offer.
  5. Customer must be calling into AT&T to disconnect their local service.
  6. This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$12).
  7. Not stackable with any other regulated retention offer that provides a monthly discount.
  8. Eligible customers are existing AT&T residential customers who have a primary access line, or a primary access line with an additional access line(s), and are calling to disconnect one or more access lines.
  9. This offer is only available for retention purposes.
  10. The monthly bill credit stays in effect as long as the customer remains at the same address and is limited to a maximum of 12 months.
  11. Eligible customers may only receive this offer once during the offer benefit period.

#### A3.1.2 Description

- A. Community Caller Plus service provides unlimited free calling within the basic service area. Calls to the expanded service area are rated based on the usage schedule specified in A3.3.3. The basic and expanded service areas for each exchange are as specified in A3.5.2. A fixed monthly charge is applicable for this calling option as specified in A3.3.1. Community Caller Plus service is available to Residence and Business subscribers.

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.2 Statewide Rate Groups (Cont'd)

##### A3.2.1 Rate Group Definitions

###### A. Basic Service Area

Group	Exchange Access Lines and PBX Trunks in the Basic Service Area	
1	1 - 7,000	
2	7,001 - 14,000	(M)
3	14,001 - 22,000	(M)
4	22,001 - 34,000	(M)
5	34,001 - 47,000	(M)
6	47,001 - 60,000	(M)
7	60,001 - 80,000	(M)
8	80,001 - 110,000	(M)
9	110,001 - 150,000	(M)
10	More than 150,000	(M)

##### A3.2.2 Exchange Rate Group Classifications

###### A. The following abbreviations are employed in the table shown in B:

BSA = Basic Service Area

SS = Season Service

###### B. Exchange Access Line Service

Exchange	BSA Group	
Acme	9	
Anderson	8	
Apex	10	For Trunks and NARS see A3.4.26
Arden	10	
Asheville	9	
Atkinson	2	
Belmont	10	
Bessemer City	8	For Trunks and NARS see A3.4.5
Black Mountain (SS - See A3.4.1)	9	
Blowing Rock (SS - See A3.4.2)	4	
Boone	4	
Burgaw	4	
Burlington	8	
Canton	5	
Caroleen	5	

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.2 Statewide Rate Groups (Cont'd)**

**A3.2.2 Exchange Rate Group Classifications (Cont'd)**

**B. Exchange Access Line Service (Cont'd)**

Exchange	BSA Group	
Mt. Holly	10	
Mt. Olive	7	
Newland	3	
Newton		
462 C.O. prefix	8	
Other C.O. prefixes	8	
Pembroke	6	
Raleigh	10	For Trunks and NARS see A3.4.48
(Raleigh-Durham Airport - See A3.4.20)		
Reidsville	6	
Rockingham	4	
Rowland (Includes Rowland, SC)	6	
Ruffin	6	
Rutherfordton	5	
Salisbury	7	
Saxapahaw	9	(M)
Scotts Hill	9	(M)
Scotts Hill 270 NXX	9	(M)
Selma	10	For Trunks and NARS see A3.4.12 (M)
Shelby	6	(M)
South Crowders Creek	See A3.4.8	(M)
Southport	3	(M)
Spruce Pine	3	(M)
Stanley	10	(M)
Statesville	8	(M)
Stony Point	6	(M)
Summerfield	10	(M)
Swannanoa	9	(M)
Taylorsville	7	(M)
Troutman	8	(M)
Waterville	See A3.4.7	(M)
Waynesville	5	(M)
Wendell	10	For Trunks and NARS see A3.4.39 (M)
Wilmington	10	(M)
Winston-Salem	10	(M)
Wrightsville Beach	9	(M)
(SS - See A3.4.9)		(M)
Zebulon	10	For Trunks and NARS see A3.4.28 (M)

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**A3. BASIC LOCAL EXCHANGE SERVICE**

(M1)

**A3.3 Monthly Exchange Rates**

**A3.3.1 Community Caller Plus Service**

The rate group for an exchange is specified in A3.2.2. Local exception rates are specified in A3.4.

**A. Individual Line Service**

	<b>Groups</b>					<b>USOC</b>	
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		
1. Residence Individual Lines - Group 1-5 (a) Each	-	\$ 26.00	\$ 26.00	\$ 26.00	\$ 26.00	PSR	
2. Residence Individual Lines - Groups 6-10 (a) Each	\$ 26.00	26.00	26.00	26.00	26.00	PSR	
3. Complex Business Individual Lines, Groups 1-5 (a) Each	119.00	119.00	119.00	119.00	119.00	PBC	(M2) (M2)
4. Complex Business Individual Lines, Groups 6-10 (a) Each	119.00	119.00	119.00	119.00	119.00	PBC	(M2) (M2)
5. Simple Business Individual Lines, Groups 1-5 (a) Each	119.00	119.00	119.00	119.00	119.00	PCE	(M2) (M2)
6. Simple Business Individual Lines, Groups 6-10 (a) Each	119.00	119.00	119.00	119.00	119.00	PCE	(M2) (M2)

M1 - Material previously appearing on this page now appears on page(s) 6 of this section.

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

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.3 Monthly Exchange Rates (Cont'd)**

**A3.3.1 Community Caller Plus Service (Cont'd)**

The rate group for an exchange is specified in A3.2.2. Local exception rates are specified in A3.4.

		Groups					USOC	(M1)
								(M2)
<b>B. PBX Trunk</b>								
1.	Rate Groups 1-5	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		
	(a) Combination	\$ 97.00	\$ 97.00	\$ 97.00	\$ 97.00	\$ 97.00	TWCCX	(M2)
	(b) Outdial	97.00	97.00	97.00	97.00	97.00	TWCOX	(M2)
	(c) Inward Only	97.00	97.00	97.00	97.00	97.00	TWC1X	(M2)
	(d) Direct Inward Dialing (DID)	97.00	97.00	97.00	97.00	97.00	TWCNX	(M2)
	(e) DID Combination <sup>1</sup>	127.00	127.00	127.00	127.00	127.00	TWCND	(M2)
2.	Rate Groups 6-10	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>		(M2)
	(a) Combination	97.00	97.00	97.00	97.00	97.00	TWCCX	(M2)
	(b) Outdial	97.00	97.00	97.00	97.00	97.00	TWCOX	(M2)
	(c) Inward only	97.00	97.00	97.00	97.00	97.00	TWC1X	(M2)
	(d) Direct Inward Dialing (DID)	97.00	97.00	97.00	97.00	97.00	TWCNX	(M2)
	(e) DID Combination <sup>1</sup>	127.00	127.00	127.00	127.00	127.00	TWCND	(M2)
<b>C. Telephone Answering Service</b>								
1.	Rate Groups 1-5 for Central Office Trunks associated with switchboard not serving administrative stations	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		
	(a) (DELETED)							(M2)
	(b) Combination	29.57	36.00	36.00	36.00	36.00	TWD2N	(M2)
2.	Rate Groups 6 - 10 for Central Office Trunks associated with switchboard not serving administrative stations	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>		
	(a) (DELETED)							
	(b) Combination	36.00	36.00	36.00	36.00	36.00	TWD2N	(M2)
3.	Central Office Trunks associated with switchboard serving administrative stations-rates and charges for PBX trunks apply.							(M2)
	<b>Note 1:</b> Only provisioned from 1AESS and 5ESS switches in conjunction with the Call Transfer feature located in A12.7.2A.							(M2)

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 M2 - Material appearing on this page previously appeared on page(s) 9 and 9.1 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.3 Monthly Exchange Rates (Cont'd)**

**A3.3.1 Community Caller Plus Service (Cont'd)**

The rate group for an exchange is specified in A3.2.2. Local exception rates are specified in A3.4.

**D. Network Access Register (NAR) Package**

1. ESSX service or Digital ESSX service<sup>1</sup>

a. Per NAR

(1) Rate Groups 1 - 5

- (a) Combination
- (b) Inward only
- (c) Outdial

(2) Rate Groups 6 - 10

- (a) Combination
- (b) Inward only
- (c) Outdial

2. Other service<sup>1,2</sup>

a. Per NAR

(1) Rate Groups 1 - 5

- (a) Combination
- (b) Inward only
- (c) Outdial
- (d) DID Combination

(2) Rate Groups 6 - 10

- (a) Combination
- (b) Inward only
- (c) Outdial
- (d) DID Combination

3. MultiServ PLUS service or BellSouth Centrex service, per NAR

(1) Rate Groups 1 - 5

- (a) Combination
- (b) One-way Inward
- (c) One-way Outward

(2) Rate Groups 6 - 10

- (a) Combination
- (b) One-way Inward
- (c) One-way Outward

**Note 1:** See A3.11 for applications.

**Note 2:** Service other than ESSX service, Digital ESSX service, MultiServ PLUS service, and BellSouth Centrex service.

**Groups**

**USOC**

	1	2	3	4	5	
(a) Combination	\$24.42	\$26.54	\$27.18	\$27.73	\$28.39	NWECX
(b) Inward only	24.42	26.54	27.18	27.73	28.39	NWE1X
(c) Outdial	24.42	26.54	27.18	27.73	28.39	NWEOX
(a) Combination	29.14	29.79	30.47	30.88	30.88	NWECX
(b) Inward only	29.14	29.79	30.47	30.88	30.88	NWE1X
(c) Outdial	29.14	29.79	30.47	30.88	30.88	NWEOX
(a) Combination	24.42	26.54	27.18	27.73	28.39	NWOCX
(b) Inward only	24.42	26.54	27.18	27.73	28.39	NWO1X
(c) Outdial	24.42	26.54	27.18	27.73	28.39	NWOOX
(d) DID Combination	48.84	50.08	51.36	52.46	53.78	ND3
(a) Combination	29.14	29.79	30.47	30.88	30.88	NWOCX
(b) Inward only	29.14	29.79	30.47	30.88	30.88	NWO1X
(c) Outdial	29.14	29.79	30.47	30.88	30.88	NWOOX
(d) DID Combination	55.28	56.58	57.94	58.76	58.76	ND3
(a) Combination	24.42	26.54	27.18	27.73	28.39	M9QCR
(b) One-way Inward	24.42	26.54	27.18	27.73	28.39	M9Q1R
(c) One-way Outward	24.42	26.54	27.18	27.73	28.39	M9QOR
(a) Combination	29.14	29.79	30.47	30.88	30.88	M9QCR
(b) One-way Inward	29.14	29.79	30.47	30.88	30.88	M9Q1R
(c) One-way Outward	29.14	29.79	30.47	30.88	30.88	M9QOR

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Pages 9.1 and 9.2 are hereby deleted in their entirety and removed from this Guidebook

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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) 9.1 and 9.2 of this section.

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.3 Monthly Exchange Rates (Cont'd)

##### A3.3.2 Message Rate Service

**A. General**

1. Business Message Rate service is offered only to hospitals and retirement centers.
2. The rates specified herein entitle subscribers to the number of local messages specified to all station lines bearing the designation of central offices of the serving exchange and additional BSA exchanges as shown in A3.5. (T)
3. Subscribers to Message Rate service are regularly billed monthly in advance. Messages to the BSA in excess of the monthly allowance are billed monthly in arrears at the rates specified in A3.3.2.B.3. Portions of the monthly allowance not used in one month are not credited to the subscriber's account for any other month service is rendered.
4. Where a subscriber contracts for two or more individual message rate lines on the same premises and agrees to grouped billing, the number of monthly message allowances per line, as specified preceding, will be multiplied by the number of such message rate lines. BSA messages in excess of this product will be billed at the additional local message charge specified in A3.3.2.B.3. All lines included for such allowances must have the same central office designation.
5. Usage rates specified in A3.3.3 apply for local messages to the ESA exchanges shown in A3.5. (T)

**B. Rates**

1. (Obsoleted, See A103.3.2)
2. Message Allowance  
The monthly message allowance is 50 BSA messages per line, trunk or NAR.
3. Additional local messages

	<b>Price</b>	<b>USOC</b>
(a) Each additional BSA message in excess of allowance	<b>\$.12</b>	<b>NA</b>

**C. (Obsoleted, See A103.3.2)**

##### A3.3.3 Expanded Service Area Usage Rates

- A.** The following usage charges are applicable to originating calls for Community Caller Plus and Sharing/Resale Expanded Local Measured services specified in Section A23<sup>1</sup>.

Distance Band	Distance in Miles	Per Minute		
		Residence	Business	
A	0-10	<b>\$0.00</b>	<b>\$0.00</b>	(T)
B	11-16	<b>0.00</b>	<b>0.00</b>	(T)
C	17-22	<b>0.00</b>	<b>0.00</b>	(T)
D	23-30	<b>0.00</b>	<b>0.10</b>	(T)
E	31-40	<b>0.00</b>	<b>0.10</b>	(T)
F	41-55	<b>0.00</b>	<b>0.10</b>	(T)

- B.** For calls placed in the following listed time periods, discounts are applicable to the Company's standard rates as follows:

	TIME	DISCOUNT	
1. Residence			(T)(M)
	All days 8:00 p.m. - 8:00 a.m.	0%	(M)
	Saturdays, Sundays, and Holidays 8:00 a.m. - 8:00 p.m.	0%	(M)
2. Business <sup>2</sup>			(T)(M)
	All days 8:00 p.m. - 8:00 a.m.	0%	(M)
	Saturdays, Sundays, and Holidays 8:00 a.m. - 8:00 p.m.	0%	(M)
<b>Note 1:</b>	Expanded Service Area Usage Rates for Thrifty Caller and Message Rate Services obsoleted effective January 1, 2002. See Section A103.		(M)
<b>Note 2:</b>	Business discounts discontinued effective 10-4-2008.		(M)

**Page 10.1 is hereby deleted in its entirety and removed from this Guidebook**

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**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.3 Monthly Exchange Rates (Cont'd)**

**A3.3.3 Expanded Service Area Usage Rates (Cont'd)**

- C. A special fifty percent discount applies to the rates specified in A and B for individuals, agencies or businesses who qualify for reduced IntraLATA Long Distance Service rates for hearing or speech impaired persons. (M) (T)(M)
- D. (DELETED) (M)
- E. Rates for Hearing or Speech Impaired Persons (M)
  - 1. Rates for certain Expanded Service Area Usage are reduced for a residence or single-line business customer who meets the following requirements: (M)
    - a. The customer is certified to the Company as having a hearing or speech impairment that prevents telephone voice communication. (M)
    - b. The customer uses a telecommunications device for the deaf (TDD) or other non-voice equipment for telecommunications. (M)
    - c. The customer makes written application to the Company for the reduced Expanded Service Area Usage rates. (M)
    - d. The customer designates to the company one and only one telephone number associated with that customer's service and telecommunications device. (M)
    - e. The reduced rates specified in 4 apply for all TDD calls originated from the designated telephone number. (M)
  - 2. Rates for certain Expanded Service Area Usage calls are reduced for an agency or business that assists or employs hearing or speech impaired persons under the following conditions: (M)
    - a. The agency or business provides non-voice telecommunications equipment (TDD) solely for the use of hearing of speech impaired persons or persons who communicate with hearing or speech impaired persons. (M)
    - b. The agency or business makes a one-time written application for eligibility to the Company for the reduced Expanded Service Area Usage rates. (M)
    - c. The reduced rates are given as a credit on a subsequent bill. (M)
    - d. The reduced rates specified in 4 apply for all calls placed between TDDs. (M)
  - 3. Rates for certain Expanded Service Area Usage calls are reduced for individuals equipped with TDDs for communicating with hearing of speech impaired persons under the following conditions: (M)
    - a. The customer uses a TDD or other non-voice equipment for communicating with other TDDs or non-voice equipment. (M)
    - b. The customer makes a one-time written application for eligibility to the Company for reduced Expanded Service Area Usage rates. (M)
    - c. The reduced rates are given as a credit on a subsequent bill. (M)
    - d. The reduced rates specified in 4 apply for all calls placed between TDDs. (M)
  - 4. A qualified call receives an additional 50% discount over the Company's standard time of day rates (including normal discounts). (M)

**A3.3.4 Flat Rate Business Line**

- A. The Flat Rate Business Line service provides local calling from the subscriber's home exchange to all Company exchanges and participating Independent Company exchanges within a 55-mile radius of the subscriber's home exchange. For a list of exchanges that will be included in the basic local calling area of the Flat Rate Business line service, please refer to A3.5, Bands A, B, C, D, E and F of the subscriber's home exchange.
- B. Calls within a 55-mile radius will be dialed 7 or 10-digits and are considered local calls.
- C. For calls outside the 55-mile radius, the appropriate intraLATA/toll MTS rates will apply for the long distance provider that the end user has chosen.
- D. The service is not available for use with Access Line Service for Payphone Service Provider telephones.
- E. Rates and Charges
  - 1. The following monthly rates apply:

(a) Business	<b>Rate</b>	<b>USOC</b>
	<b>\$120.00</b>	<b>FRL</b>



**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.3 Monthly Exchange Rates (Cont'd)**

**A3.3.5 PreferredPack Plan (Obsoleted, See Section A103)**

**A3.3.6 2 Pack Plan (Obsoleted, See Section A103)**

**A3.3.7 Reserved for Future Use**

**A3.3.8 Reserved for Future Use**

**A3.3.9 Complete Choice Enhanced Service**

**A.** Description of Service

1. Complete Choice Enhanced service provides the features/services specified following and a flat rate access line with Touch-Tone capability. (M)
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1. (M)
3. The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features in the sections specified: (M)
  - A13.9 Custom Calling Services excluding Customer Control<sup>1</sup> and Multipath<sup>1</sup> versions of the Call Forwarding features (M)
  - A13.19 TouchStar services excluding Personalized Ring 6<sup>1</sup>, Caller ID-Basic and Calling Number Delivery Blocking-Permanent<sup>1</sup> (M)
  - A13.34 RingMaster service (M)
  - A13.47 Message Waiting Indication (M)

A subscriber may select an unlimited number of compatible services or features from the services/features listed above. All *terms, conditions* and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service. (T)(M)

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities. (M)
5. Existing customers of Complete Choice Enhanced service cannot take advantage of special promotions for Complete Choice Enhanced service or any of the services/features specified in 3, unless specifically allowed by the terms of the special promotion. (M)
6. Complete Choice Enhanced service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies. (M)

**B.** Rates and Charges

1. Individual line service (M)

Suspend Rate	Monthly Rate	USOC PAMA8
\$7.50	\$36.00	

(a) Per plan package (M)

**C.** Complete Choice Enhanced Retention Offer (M)

Existing residential customers who call to disconnect their local telephone service may be eligible to receive an \$8 monthly bill credit for 12 months on a maximum of 2 access lines. The following conditions apply: (M)

1. Customer must have or newly subscribe to Complete Choice Enhanced to be eligible for this offer. (M)
2. Complete Choice Enhanced is required on each line receiving the discount. (M)
3. The access line(s) must be in service for a minimum of 60 days before the customer is eligible for this offer. (M)
4. AT&T employees are not eligible for this offer. (M)
5. This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$16). (M)
6. This offer may not be combined with other residence line retention offers, including but not limited to the \$6 x 12 Mo. Residence Access Line Retention Offer. (M)
7. Eligible customers are existing AT&T residential customers who have a primary access line, or a primary access line with an additional access line(s), and are calling to disconnect one or more access lines. (M)
8. This offer is only available for retention purposes. (M)
9. Customers must retain the required services for 30 days to receive the benefit of this offer. (M)
10. The monthly bill credit will cease if the customer disconnects the line or the package, or moves from their current location. (M)
11. Eligible customers may only receive this offer once during the offer benefit period. (M)
12. AT&T may discontinue this offer upon 14 day notice or less. (M)

**Note 1:** These features are available separately as specified in A13.9 or A13.19.

**Pages 12.1, 12.2 and 12.3 are hereby deleted in their entirety and removed from this Guidebook**

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.3 Monthly Exchange Rates (Cont'd)**

**A3.3.10 Complete Choice Basic Service**

- A. Description of Service (M1)
  - 1. The Complete Choice Basic service provides the features/services specified following and a flat rate access line with Touch-Tone capability. (M1)
  - 2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber’s local calling area as defined in A3.6.1. (M1)
  - 3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections: (M1)
    - A13.9 Call Waiting ID (M1)
    - A13.19 Caller ID (M1)

A subscriber must select Caller ID and, in addition, may select Call Waiting ID. All *Terms, Conditions* and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service. (T)(M1)
  - 4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities. (M1)
  - 5. Existing subscribers of the Complete Choice Basic service cannot take advantage of special promotions for the Complete Choice Basic service or any of the features/services specified in A3.2.10.A.3, unless specifically allowed by the terms of the special promotion. (M1)
  - 6. Complete Choice Basic service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies. (M1)

- B. Rates and Charges (M1)
  - 1. Individual line service (M1)

	<b>Suspend Rate</b>	<b>Monthly Rate</b>	<b>USOC</b>	
(a) Per plan package	<b>\$7.50</b>	<b>\$32.00</b>	<b>PAMA7</b>	(M1)

- C. Complete Choice Basic Offer<sup>1</sup> (M1)
 

Eligible residential subscribers who purchase local service with AT&T and subscribe to and retain the Complete Choice Basic (CCB) package may receive a monthly bill credit for 12 months, on up to two lines, that will provide a net price of \$15.00 for the CCB package. (M1)

Rules

  - 1. Eligible subscribers are those residential subscribers who have at least one local exchange access line or a substitute (e.g. wireless or VoIP service) with a provider other than the Company at a service location that can be served by the Company. (M1)
  - 2. Eligible subscribers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move – within 30 (thirty) days of responding to the offer – from one address in an AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area. (M1)
  - 3. The subscriber is required to subscribe to AT&T for local service and purchase the Complete Choice Basic package on each line receiving the credit. (M1)
  - 4. Eligible subscribers will receive a bill credit for 12 months on up to two lines that will provide a net price of \$15.00 for each Complete Choice Basic package. If the subscriber discontinues the package, the credits will cease. (M1)
  - 5. This offer may not be combined with other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the nonrecurring installation/service charge(s). (M1)
  - 6. Subscribers must keep the CCB package for 30 days to receive the benefits of this offer. (M1)
  - 7. This offer is not available to subscribers who are switching service between affiliated companies. (M1)

**Note 1:** Effective December 15, 2015, the Complete Choice Basic Offer is no longer available to new customers. Existing customers receiving benefits of this offer may continue to receive the benefit until the end of the 12-month period. (M1)

(M2)

M1 - Material appearing on this page previously appeared on page(s) 12.3 of this section.  
 M2 - Material previously appearing on this page now appears on page(s) 14 of this section.

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.4 Local Exceptions (T)

##### A3.4.1 Black Mountain (M)

###### A. Season Service (M)

1. Applicants who are users of service only during seasonal or temporary periods will be furnished Season Service in accordance with the following provisions: (M)
2. All service except PBX service. (M)
  - a. Service for the first month, or fraction thereof, three times the monthly schedule rates; for the second month, or fraction thereof, two times the monthly schedule rates, and for each additional month the monthly rate will apply, provided that the total charge for service furnished continuously during the period of twelve consecutive months next following the date of installation, shall not exceed the amount of twelve month's charges for the service furnished at the monthly schedule rate. (M)
3. Subscribers to Season Service having paid an amount *equal to* six months' charges for exchange service at the seasonal rate are allowed to suspend service for the remaining portion of the twelve months' period without any further charge. (T)(M)
4. PBX Service (Hotel, Apartment House and Commercial) (M)
  - a. The charge for commercial trunks shall be the proportionate part of the annual rate, for the period of actual service, plus one-half of the proportionate part of the annual rate for the remaining portion of the year, the minimum charge *equal to* three-fourths of the annual rate. (T)(M)
  - b. The charge for Hotel and Apartment House trunks shall be the proportionate part of the annual rate for periods of actual service. (M)
5. Payment of the charges set out herein for exchange service does not constitute a modification of Section A2, General *Terms and Conditions*, providing for the discontinuance of service for nonpayment of any other sums due the Company. (T)(M)

##### A3.4.2 Blowing Rock (M)

###### A. Season Service (M)

1. Refer to Black Mountain exchange exception filing. (M)

##### A3.4.3 Carolina Beach (M)

###### A. Season Service (M)

1. Refer to Black Mountain exchange exception filing. (M)

##### A3.4.4 Bessemer City (T)(M)

###### A. Community Caller Plus Service

	Monthly Rate	USOC
1. PBX Trunks		
a. Business		
(1) Combination, Outdial, Inward Only or DID		
(a) Per trunk <sup>1</sup>	\$58.10	NA
b. Telephone Answering Service		
(1) Central Office Trunks associated with switchboard not serving administrative stations		
(a) Per One-Way or Combination trunk <sup>1</sup>	32.88	NA
(2) Central Office Trunks associated with switchboard serving administrative stations - rates and charges for other PBX trunks apply		
2. Network Access Register (NAR) Package		
(a) Per NAR <sup>1,2</sup>	31.57	NA
Note 1: See A3.3.1 for applicable USOCs.		
Note 2: See A3.11 for applications.		

**Pages 14.0.1 and 14.1 are hereby deleted in their entirety and removed from this Guidebook** (N)

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.4 Local Exceptions (Cont'd)**

**A3.4.5 Liberty (Cherokee County)**

(T)(M1)

- A. The area in and around Liberty (Cherokee County), N.C., which is outlined on the Exchange Service Area Map, shall be referred to as the Liberty (Cherokee County), N.C., exchange. This area lies within and is served as a part of the Copper Basin, Tennessee, exchange, an exchange located principally within the State of Tennessee. (M1)
- B. Exchange services available in the Liberty (Cherokee County), N.C., exchange and the rates, terms and conditions applicable for those services shall be the same as those specified for the Copper Basin, Tennessee exchange except for certain access line rates as specified in C. (T)(M1)
- C. In addition to the appropriate Copper Basin, Tennessee, monthly rate, the rate for each basic exchange service access line or network access register in Liberty (Cherokee County), N.C., shall include an extended area service additive. Application of the additive was approved by the N.C. Utilities Commission for including the Murphy (ICE) and Suit (ICE) exchanges in the Liberty (Cherokee County), N. C. exchange local calling area. (M1)

The following extended area service additives apply for the basic exchange services listed. The extended area service additives do not apply to RegionServ service exchange access lines. (M1)

Basic Exchange Service	Additives	
	Residence	Business
Measured		
- Low Use	\$0.49	NA
- Standard	0.85	\$3.09
Message Rate	0.61	NA
Flat Rate	1.22	4.42 <sup>1</sup>

(M1)  
(M1)  
(M1)  
(M1)  
(M1)

- D. The local calling area for the Liberty (Cherokee County), N.C., exchange is specified in A3.5 of this Guidebook. (M1)

**A3.4.6 Waterville**

(T)(M1)

- A. The area in and around Waterville, N. C., which is outlined on the Exchange Service Area Map, shall be referred to as the Waterville, N.C., exchange. This area lies within and is served as a part of the Newport, Tennessee, exchange, an exchange located principally within the State of Tennessee. (M1)
- B. Exchange services available in the Waterville, N.C. exchange and the rates, terms and conditions applicable for those services shall be the same as those specified for the Newport, Tennessee exchange. (M1)
- C. The local calling area for the Waterville, N.C. exchange is specified in A3.5 of this Guidebook. (M1)

**A3.4.7 South Crowders Creek**

(T)

- A. The area in and around South Crowders Creek, N.C., which is outlined on the Exchange Service Area Map, shall be referred to as the South Crowders Creek, N.C., exchange. This area lies within and is served as a part of the Clover, S.C., exchange, an exchange located principally within the State of South Carolina.
- B. Exchange services available in the South Crowders Creek, N.C. exchange and the rates, terms and conditions applicable for those services shall be the same as those specified for the Clover, S.C. exchange.
- C. The local calling area for the South Crowders Creek, N.C. exchange is specified in A3.5.

**A3.4.8 Wrightsville Beach**

(T)

- A. Season service
  - 1. Refer to Black Mountain exception filing.

(M2)

**Note 1:** The extended area service additive for a flat rate trunk or NAR is \$7.74. (M1)

**Pages 15.1 and 15.2 are hereby deleted in their entirety and removed from this Guidebook** (N)

M1 - Material appearing on this page previously appeared on page(s) 14.0.1 and 14.1 of this section.  
 M2 - Material previously appearing on this page now appears on page(s) 16 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.4 Local Exceptions (Cont'd)**

**A3.4.9 Davidson**

(T)(M)

**A. Community Caller Plus Service**

(M)

	<b>Monthly Rate</b>	<b>USOC</b>	
1. PBX Trunks			(M)
a. Business			(M)
(1) Combination, Outdial and Inward Only or DID			(M)
(a) Per trunk <sup>1</sup>	<b>\$58.57</b>	<b>NA</b>	(M)
b. Telephone Answering Service			(M)
(1) Central Office Trunks associated with switchboard not serving administrative stations			(M)
(a) Per One-Way or Combination trunk <sup>2</sup>	<b>34.36</b>	<b>NA</b>	(M)
(2) Central Office Trunks associated with switchboard serving administrative stations - rates and charges for other PBX trunks apply			(M)
2. Network Access Register (NAR) Package			(M)
(a) Per NAR <sup>1,2</sup>	<b>31.77</b>	<b>NA</b>	(M)

**A3.4.10 Cherryville**

(T)(M)

**A. Community Caller Plus Service**

(M)

1. (DELETED)			(M)
2. (DELETED)			(M)
3. (DELETED)			(M)
	<b>Monthly Rate</b>	<b>USOC</b>	
4. PBX Trunks			(M)
a. Business			(M)
(1) Combination, Outdial, Inward Only or DID			(M)
(a) Per trunk <sup>1</sup>	<b>\$62.48</b>	<b>NA</b>	(M)
b. Telephone Answering Service			(M)
(1) Central Office Trunks associated with switchboard not serving administrative stations			(M)
(a) Per One-Way or Combination trunk	<b>37.24</b>	<b>NA</b>	(M)
(2) Central Office Trunks associated with switchboard serving administrative stations - rates and charges for other PBX trunks apply			(M)
5. Network Access Register (NAR) Package			(M)
(a) Per NAR <sup>1,2</sup>	<b>36.37</b>	<b>NA</b>	(M)
<b>Note 1:</b> See A3.3.1 for applicable USOCs.			(M)
<b>Note 2:</b> See A3.11 for applications.			(M)

**Page 16.1 is hereby deleted in its entirety and removed from this Guidebook**

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**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.4 Local Exceptions (Cont'd)**

**A3.4.11 Selma**

**A. Community Caller Plus Service**

- 1. (DELETED)
- 2. (DELETED)
- 3. (DELETED)

4. PBX Trunks

a. Business

- (1) Combination, Outdial, Inward Only or DID

(a) Per trunk<sup>1</sup>

b. Telephone Answering Service

- (1) Central Office Trunks associated with switchboard not serving administrative stations

(a) Per One-Way or Combination trunk<sup>2</sup>

- (2) Central Office Trunks associated with switchboard serving administrative stations - rates and charges for other PBX trunks apply

5. Network Access Register (NAR) Package

(a) Per NAR<sup>2</sup>

<b>Monthly Rate</b>	<b>USOC</b>	
		(T)(M)
		(M)
		(M)
		(M)
		(M)
		(M)
<b>\$60.52</b>	<b>NA</b>	(M)
		(M)
		(M)
<b>37.33</b>	<b>NA</b>	(M)
		(M)
		(M)
		(M)
<b>37.19</b>	<b>NA</b>	(M)

**A3.4.12 Residential Message Rate Service (Obsoleted, see A103.4.14)**

**Note 1:** See A3.3.1 for applicable USOCs.

**Note 2:** See A3.11 for applications.

**Page 17.1 is hereby deleted in its entirety and removed from this Guidebook.**

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.4 Local Exceptions (Cont'd)**

**A3.4.13 Raleigh-Durham Airport**

**A. Applications, *Terms and Conditions***

- 1. The Raleigh-Durham Airport lies within and is served as a part of the Raleigh exchange. Local exchange service provided for subscribers located at the Raleigh-Durham Airport and served by the Raleigh-Durham Airport central office is restricted to business services only. Unless otherwise specified, references to the Raleigh exchange include Raleigh-Durham Airport and the services, rates, terms and conditions specified for the Raleigh exchange are also valid for Raleigh-Durham Airport. (T)(M)
- 2. The rates for local exchange service for Raleigh-Durham Airport entitle a business subscriber to local calling to the Chapel Hill, Durham (ICE) and Creedmoor (ICE) exchanges in addition to the existing local calling area defined for the Raleigh exchange. (M)
- 3. Foreign Central Office, Foreign Exchange or Feature Group A service will not be provided via lines terminated in the Raleigh-Durham Airport central office. (M)

**B. Community Caller Plus Service**

- 1. (DELETED) (M)
- 2. (DELETED) (M)

- 3. PBX Trunks (M)
  - a. Business (M)
    - (1) Combination, Outdial, Inward only or DID (M)
      - (a) Per Trunk<sup>1</sup> **Monthly Rate** **USOC**  
**\$69.76** **NA**
    - b. Telephone Answering Service (M)
      - (1) Central Office Trunks associated with switchboard not serving administrative stations (M)
        - (a) Per One-Way or Combination trunk<sup>1</sup> **42.51** **NA** (M)
      - (2) Central Office Trunks associated with switchboard serving administrative stations - rates and charges for other PBX trunks apply (M)
  - 4. Network Access Register (NAR) Package (M)

**C. Message Rate Service (Obsoleted - See A103.3.2)** (M)

**D. Expanded Local Service (Obsoleted - See A103.3.2)** (M)

**Note 1:** See A3.3.1 for applicable USOCs. (M)

**Note 2:** See A3.11 for applications. (M)

**Pages 18.0.0.1 through 18.0.3 are hereby deleted in their entirety and removed from this Guidebook.**

(N)

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.4 Local Exceptions (Cont'd)**

**A3.4.14 Southport, N.C.**

- A. Exchange Service on Bald Head Island (T)(M)
  - 1. Rates for subscribers on Bald Head Island, a part of the Southport exchange, will consist of Individual Line service at the Southport rate plus a locality rate. (M)

	Monthly Rate	Nonrecurring Charge	USOC	
(a) Locality Rate - Residence	\$0.00	\$-	NA	(M)
(b) Locality Rate - Business	0.00	-	NA	(M)

- 2. The locality rate will be equivalent to a declining surcharge as follows: (M)
  - a. When service is initially established the surcharge will be \$10.00 per line per month. On July 1 following, and on each January 1 and July 1 thereafter, the surcharge will be adjusted based on the average number of access lines in service on the Island during the preceding twelve months. (M)

Average Number Access Lines	Monthly Surcharge	
Up to 250	\$10.00	(M)
251-350	8.00	(M)
351-450	6.00	(M)
451-550	4.00	(M)
551-650	2.00	(M)
651 and above	0	(M)

- 3. Current service charges for subscriber requested access line service connections and access line rearrangements are applicable plus a travel charge.
  - (a) Per trip to and from the island - 15.00 NA (M)

**A3.4.15 Charlotte**

- |  | Monthly Rate | USOC |        |
|--|--------------|------|--------|
| A. Community Caller Plus Service   |              |      | (M)    |
| 1. PBX Trunks  |              |      | (M)    |
| a. Business  |              |      | (M)    |
| (1) Combination, Outdial and Inward Only or DID  |              |      | (M)    |
| (a) Per trunk <sup>1</sup>   | \$70.00      | NA   | (M)    |
| b. Telephone Answering Service   |              |      | (M)    |
| (1) Central Office Trunks associated with switchboard not serving administrative stations  |              |      | (M)    |
| (a) Per One-Way or Combination trunk <sup>1</sup>  | 33.95        | NA   | (M)    |
| (2) Central Office Trunks associated with switchboard serving administrative stations - rates and charges for other PBX trunks apply |              |      | (M)    |
| 2. Network Access Register (NAR) Package   |              |      | (T)(M) |
| (a) Per NAR <sup>1,2</sup>   | 29.49        | NA   | (M)    |
| B. (DELETED)   |              |      | (M)    |
| C. Message Rate Service (Obsoleted, See A103.3.2)  |              |      | (M)    |
| D. Residential Message Rate Service (Obsoleted, See A103.4.14)   |              |      | (M)    |

**Note 1:** See A3.3.1 for applicable USOCs. (M)

**Note 2:** See A3.11 for applications. (M)

**Page 18.1.1 is hereby deleted in its entirety and removed from this Guidebook.** (N)



**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.4 Local Exceptions (Cont'd)**

**A3.4.16 Apex**

<b>A.</b>	Community Caller Plus Service			(T)(M)
	1. (DELETED)			(M)
	2. (DELETED)			(M)
	3. (DELETED)			(M)
	4. PBX Trunks			(M)
		<b>Monthly</b>		
		<b>Rate</b>	<b>USOC</b>	
	<b>a.</b> Business			(M)
	(1) Combination, Outdial and Inward Only or DID			(M)
	(a) Per trunk <sup>1</sup>	<b>\$54.68</b>	<b>NA</b>	(M)
	<b>b.</b> Telephone Answering Service			(M)
	(1) Central Office Trunks associated with switchboard not serving administrative stations			(M)
	(a) Per One-Way or Combination trunk <sup>1</sup>	<b>33.99</b>	<b>NA</b>	(M)
	(2) Central Office Trunks associated with switchboard serving administrative stations - rates and charges for other PBX trunks apply			(M)
<b>B.</b>	(DELETED)			(T)
<b>C.</b>	Expanded Local Service (Obsoleted, See A103.13)			(M)

**A3.4.17 County Seat Calling Plan**

<b>A.</b>	General			(M)
	1. To facilitate access to County Government agencies by subscribers in the county who are located outside the basic service area of the county seat, the Company will provide usage free calling to certain county agencies on a trial basis. The trial plan will include a reasonable number of county agency telephone numbers. The Company will implement the County Seat Calling Plan for one telephone number to each government entity or emergency agency mutually agreed upon by the Company and the chief county administrator. When a caller outside the basic service area of the county seat dials one of the approved county government telephone numbers, appropriate usage charges will be withheld by the Company thus giving the caller access to the agency at no charge.			(T)(M)
<b>B.</b>	Rates and Charges			(M)
	1. Appropriate usage charges will be withheld by the Company for the following calls under the County Seat Calling Plan:			(M)
		<b>Charge</b>	<b>USOC</b>	
	(a) From the Mt. Holly exchange to designated telephone numbers for Lincoln County agencies.	-	<b>ELCAA</b>	(M)
	(b) From Lawndale and Lattimore exchanges to designated telephone numbers for Rutherford County agencies.	-	<b>ELCRA</b>	(M)
	<b>Note 1:</b> See A3.3.1 for applicable USOCs.			(M)

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.4 Local Exceptions (Cont'd)**

**A3.4.18 Zebulon**

**A. Community Caller Plus Service**

- 1. (DELETED) (M)
- 2. (DELETED) (M)
- 3. (DELETED) (M)
- 4. PBX Trunks (M)
- a. Business - per trunk

	<b>Monthly Rate</b>	<b>USOC</b>	
(1) Combination <sup>1</sup>	\$ 55.74	NA	(M)
(2) Outdial <sup>1</sup>	55.74	NA	(M)
(3) Inward only <sup>1</sup>	55.74	NA	(M)
(4) Direct Inward Dialing DID <sup>1</sup>	55.74	NA	(M)
(5) DID Combination <sup>2</sup>	121.78	TWCND	(M)
4. PBX Trunks (Cont'd)			
b. Telephone Answering Service			(M)
(1) Central Office Trunks associated with switchboard not serving administrative stations			(M)
(a) Per One-Way or Combination trunk	34.60	NA	(M)
(2) Central Office Trunks associated with switchboard serving administrative stations - rates and charges for other PBX trunks apply			(M)
5. Network Access Register (NAR) Package			(M)
a. Business - per NAR			(M)
(1) Combination <sup>2,3</sup>	30.62	NA	(T)(M)
(2) Outdial <sup>2,3</sup>	30.62	NA	(T)(M)
(3) Inward only <sup>2,3</sup>	30.62	NA	(T)(M)
(4) DID Combination	60.00	ND3	(M)
<b>Note 1:</b> See A3.3.1 for applicable USOCs.			(M)
<b>Note 2:</b> Only provisioned from 1AESS and 5ESS switches in conjunction with the Call Transfer feature located in A12.7.2A.			(M)
<b>Note 3:</b> See A3.11 for applications.			(M)

**Page 18.3.1 is hereby deleted in its entirety and removed from this Guidebook.**

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**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.4 Local Exceptions (Cont'd)**

(T)

**A3.4.19 BST Research Triangle Park<sup>1</sup>**

(T)(M)

**A. Applications, Terms and Conditions**

(T)(M)

1. **The Company** provides local exchange service to only a portion of the Research Triangle Park. The **Company** portion lies within and is served as part of the Cary exchange. For purposes of this **Guidebook**, BST Research Triangle Park refers to the exchange service area located both within the Cary exchange and within the geographic area defined as the Research Triangle Park. BST Research Triangle Park is identified on the Cary exchange map. Unless otherwise specified in this **Guidebook**, references to the Cary exchange include BST Research Triangle Park and the services, rates, terms and conditions specified for the Cary exchange are also valid for BST Research Triangle Park.

(T)(M)

2. Local exchange service for BST Research Triangle Park is restricted to business services only.

(M)

3. The rates for local exchange service for BST Research Triangle Park entitle a business subscriber to local calling to the Chapel Hill, Creedmoor (ICE) and Durham (ICE) exchanges in addition to the existing local calling area defined for the Cary exchange.

(M)

4. Foreign Central Office, Foreign Exchange or Feature Group A service will not be provided from BST Research Triangle Park.

(M)

**B. Community Caller Plus Service**

(M)

1. (DELETED)

(M)

2. (DELETED)

(M)

3. PBX Trunks

**Monthly Rate**

**USOC**

(M)

a. Business

(M)

(1) Combination, Outdial and Inward Only or DID

(M)

(a) Per trunk<sup>2</sup>

**\$63.99**

**NA**

(M)

b. Telephone Answering Service

(M)

(1) Central Office Trunks associated with switchboard not serving administrative stations

(M)

(a) Per One-Way or Combination trunk<sup>2</sup>

**39.31**

**NA**

(M)

(2) Central Office Trunks associated with switchboard serving administrative stations - rates and charges for other PBX trunks apply

(M)

4. Network Access Register (NAR) Package

a. Per NAR<sup>2,3</sup>

**34.22**

**NA**

(M)

**C. Reserved for Future Use**

(M)

**D. Expanded Local Service (Obsoleted, See A103.13)**

(M)

**Note 1:** Effective June 23, 2004, NPA/NXX 919-319 is only available to business customers who reside in the Cary Research Triangle Park (RTP) area. See Section A103.4.29 for further details.

(M)

**Note 2:** See A3.3.1 for applicable USOCs.

(M)

**Note 3:** See A3.11 for applications.

(M)

**Pages 18.5 through 18.13 are hereby deleted in their entirety and removed from this Guidebook.**

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**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.4 Local Exceptions (Cont'd)**

(M)

**A3.4.20 Extended Area Service**

(T)(M)

**A. General**

(M)

1. *Extended Area Service (EAS)* rates shall be those of the applicable EAS rate components plus the applicable Local Exchange Service line rate components for the correct rate grouping on the basis of the total combined basic service area (BSA) calling scopes for each exchange as determined by the average number of exchange service lines for the twelve-month period ending two months prior to the inauguration date of the service.

(T)(M)

**(DELETED)**

(D)(M)

**B. Application of Extended Area Service Rate Components**

(M)

1. EAS rate components are applied on the basis of the total accumulative interexchange miles between EAS points.

(M)

2. Determination of EAS Rate Components

(M)

- a. Refer to rate schedules in C.

(T)(M)

- b. The left side of the schedule shows the twelve EAS rate bands followed by the interexchange mileage steps applicable for each band. The applicable EAS component is based on the total accumulative mileage between a given exchange's EAS points. The appropriate EAS rate band and the applicable Residence and Business EAS component rates are determined by computing the total accumulative interexchange miles between EAS points. EAS component rates are applied in addition to the appropriate (based on rate groups) Exchange Service Line rate component.

(M)

**C. Statewide Monthly Rate Component Schedule**

(M)

Band Number	Accumulative EAS Mileage Applicable	Residence Components	
		Individual Line	Rotary Line Service
1	0 – 10	\$1.34	\$2.01
2	11 – 16	1.47	2.21
3	17 – 22	1.91	2.87
4	23 – 30	2.23	3.35
5	31 – 40	2.58	3.87
6	41 – 55	2.97	4.46
7	56 – 70	3.25	4.88
8	71 – 124	3.52	5.28
9	125 – 196	3.83	5.75
10	197 – 292	4.10	6.15
11	293 – 430	4.18	6.27
12	431 - 544	4.41	6.62

(M)

(M)

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(M)

(M)

**Page 19.1 is hereby deleted in its entirety and removed from this Guidebook.**

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**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.4 Local Exceptions (Cont'd)**

**A3.4.20 Extended Area Service (Cont'd)**

(T)(M)

C. Statewide Monthly Rate Component Schedule (Cont'd)

(M)

Band Number	Accumulative EAS Mileage Applicable	Business Components			
		Individual Line	Rotary Line Service	PBX Trunk	
1	0 – 10	\$3.21	\$4.82	\$6.42	(M)
2	11 – 16	3.52	5.28	7.04	(M)
3	17 – 22	4.58	6.87	9.16	(M)
4	23 – 30	5.34	8.01	10.68	(M)
5	31 – 40	6.18	9.27	12.36	(M)
6	41 – 55	7.16	10.74	14.32	(M)
7	56 – 70	7.79	11.69	15.58	(M)
8	71 – 124	8.46	12.69	16.92	(M)
9	125 – 196	9.12	13.68	18.24	(M)
10	197 – 292	9.83	14.75	19.66	(M)
11	293 – 430	10.06	15.09	20.12	(M)
12	431 - 544	10.59	15.89	21.18	(M)

1. Exceptions

(M)

a. The rate applicable for EAS *Exception rate* shall consist of the exception EAS rate component only and shall not include the incremental Local Exchange Service Line rate component which results from the calling scope increase caused solely by the new EAS arrangement.

(C)(M)

(1) The exception EAS rate components for the larger exchange only will be a percentage of the increase applicable for standard component rates based on the difference in size (access lines) between exchanges. In the event of proposed service between a larger exchange and multiple smaller exchanges, the exception rate for the total EAS proposal will apply to the larger exchange if only one of the smaller exchanges meets the exception criteria. The exception rates will be calculated as a percentage of the standard EAS rates rounded to the nearest cent based on the following:

(M)

Number of Times Larger Than the Exchange Requesting EAS	Percentage of Normal EAS Component Rate Increase Applicable	
8 (If exchanges are in separate counties)	10%	(M)
6 (If exchanges are in same county)	10%	(M)

For example, in the case of an exchange eight times larger located in a different county than the smaller exchange, if the residential EAS component rate in the exchange is \$1.47 (Band 2) and the appropriate component rate for the requested service in the larger exchange would be \$2.58 (Band 5) then the component would be determined by multiplying the difference (\$1.11) by ten percent to determine the increase (\$.11) in rates. The resulting exception EAS component would then be \$1.58 (\$1.47 + .11).

(M)

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.4 Local Exceptions (Cont'd)**

**A3.4.21 Cary**

				(T)(M)
<b>A.</b>	Community Caller Plus Service			(M)
1.	(DELETED)			(M)
2.	(DELETED)			(M)
3.	(DELETED)			(M)
		<b>Monthly Rate</b>	<b>USOC</b>	
4.	PBX Trunks			(M)
a.	Business			(M)
	(1) Combination, Outdial and Inward Only or DID			(M)
	(a) Per trunk <sup>1</sup>	<b>\$55.83</b>	<b>NA</b>	(M)
b.	Telephone Answering Service			(M)
	(1) Central Office Trunks associated with switchboard not serving administrative stations			(M)
	(a) Per One-Way or Combination trunk <sup>1</sup>	<b>34.65</b>	<b>NA</b>	(M)
	(2) Central Office Trunks associated with switchboard serving administrative stations - rates and charges for other PBX trunks apply			(M)
5.	Network Access Register (NAR) Package			(M)
	(a) Per NAR <sup>1,2</sup>	<b>30.71</b>	<b>NA</b>	(M)
<b>B.</b>	Expanded Local Service (Obsoleted, See A103.13)			(M)

**A3.4.22 Knightdale, Wendell**

				(T)(M)
<b>A.</b>	Community Caller Plus Service			(M)
1.	(DELETED)			(M)
2.	(DELETED)			(M)
3.	(DELETED)			(M)
4.	PBX Trunks			(M)
a.	Business			(M)
	(1) Combination, Two-Way, Outdial and Inward Only or DID			(M)
	(a) Per trunk <sup>1</sup>	<b>55.66</b>	<b>NA</b>	(M)
b.	Telephone Answering Service			(M)
	(1) Central Office Trunks associated with switchboard not serving administrative stations			(M)
	(a) Per One-Way or Combination trunk <sup>1</sup>	<b>34.55</b>	<b>NA</b>	(M)
	(2) Central Office Trunks associated with switchboard serving administrative stations - rates and charges for other PBX trunks apply			(M)
5.	Network Access Register (NAR) Package			(M)
	(a) Per NAR <sup>1,2</sup>	<b>30.54</b>	<b>NA</b>	(M)
<b>B.</b>	Expanded Local Service (Obsoleted, See A103.13)			(M)
	<b>Note 1:</b> See A3.3.1 for applicable USOCs.			(M)
	<b>Note 2:</b> See A3.11 for applications.			(M)

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.4 Local Exceptions (Cont'd)**

(M1)

**A3.4.23 Huntersville**

(T)(M1)

**A. Community Caller Plus Service**

(M1)

- 1. (DELETED)
- 2. (DELETED)
- 3. (DELETED)
- 4. PBX Trunks

(M1)  
(M1)  
(M1)  
(M1)

a. Business

(M1)

- (1) Combination, Two-Way, Outdial and Inward Only or DID

(M1)

- (a) Per trunk<sup>1</sup>

**Monthly  
Rate  
\$57.30**

**USOC  
NA**

(M1)

b. Telephone Answering Service

(M1)

- (1) Central Office Trunks associated with switchboard not serving administrative stations

(M1)

- (a) Per One-Way or Combination trunk<sup>1</sup>

**35.49**

**NA**

(M1)

- (2) Central Office Trunks associated with switchboard serving administrative stations - rates and charges for other PBX trunks apply

(M1)

5. Network Access Register (NAR) Package

(M1)

- (a) Per NAR<sup>1,2</sup>

**32.18**

**NA**

(M1)

**A3.4.24 Raleigh**

(T)(M1)

**A. Community Caller Plus Service**

(M1)

- 1. (DELETED)
- 2. (DELETED)
- 3. (DELETED)
- 4. PBX Trunks

(M1)  
(M1)  
(M1)  
(M1)

a. Business

(M1)

- (1) Combination, Two-Way, Outdial and Inward Only or DID

(M1)

- (a) Per trunk<sup>1</sup>

**54.71**

**NA**

(M1)

b. Telephone Answering Service

(M1)

- (1) Central Office Trunks associated with switchboard not serving administrative stations

(M1)

- (a) Per One-Way or Combination trunk<sup>1</sup>

**34.03**

**NA**

(M1)

- (2) Central Office Trunks associated with switchboard serving administrative stations - rates and charges for other PBX trunks apply

(M1)

5. Network Access Register (NAR) Package

(M1)

- (a) Per NAR<sup>1,2</sup>

**29.59**

**NA**

(M1)

**B. Message Rate Service (Obsoleted, See A103.3.2)**

(M1)

**C. Expanded Local Service (Obsoleted, See A103.13)**

(M1)

**D. Residential Message Rate Service (Obsoleted, See A103.4.14)**

(M1)

(M2)

M1 - Material appearing on this page previously appeared on page(s) 18.12.20, 18.12.20.1, 18.12.21, 18.12.26 and 18.12.27 of this section.  
M2 - Material previously appearing on this page now appears on page(s) 22.1 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.5 Local Calling Areas**

**A3.5.1 General**

- A. The local calling area for local exchange service specified in A3.3, A3.41 and A103 includes a basic service area and an expanded service area as specified in A3.5.2. The local calling area of the exchange in the left hand column includes the exchanges listed in the BSA and ESA additional exchange columns. The rates specified in A3.3, A3.41 and Section A103 entitle subscribers to access all exchange access lines bearing the central office designations of additional exchanges as shown in A3.5.2. Usage charges specified in Sections A3 or A103 may apply for calls in the local calling area. (M)
- B. The local calling area for local exchange service specified in A3.42, A3.43 and A3.44 includes exchanges in the basic service area as specified in A3.5.2 and all other exchanges in the subscriber's Local Access and Transport Area (LATA). In A3.5.2 the local calling area of the exchange in the left hand column includes the exchanges listed in the BSA additional exchange column and all other exchanges in the LATA indicated in the left hand column. The rates specified in A3.42, A3.43 and A3.44 entitle subscribers to access all exchange access lines bearing the central office designations of additional exchanges in the BSA as shown in A3.5.2 and other exchanges in the LATA as shown in A3.5.3. Usage charges specified in Section A3 may apply for calls in the local calling area. (M)
- C. GTE Research Triangle Park is located within the Durham (GTE) exchange. GTE Research Triangle Park subscribers are served using the 248, 254, 315, 406, 472, 483, 485, 486, 506, 517, 540, 541, 543, 547, 549, 558, 685, 905, 990, 991, 992 and 993 central office prefixes of the Durham exchange. (M)

**A3.5.2 Local Calling Area Exchanges**

Exchange/LATA	Distance Band	Basic Service Area Additional Exchanges	Expanded Service Area Additional Exchanges
Acme/Wilmington	B		Atkinson
	C	Lake Waccamaw (ICE), Wilmington	Boiling Springs Lake (ICE), Bolivia (ICE), Castle Hayne
	D	Whiteville (ICE)	Burgaw, Carolina Beach, Holden Beach (ICE), Long Beach, Longwood (ICE), Scotts Hill, Shallotte (ICE), Southport, Wrightsville Beach
	E		Seaside (ICE)
	A	Prospect Hill (ICE)	
Anderson/Greensboro	B	Burlington, Gibsonville (ICE), Mebane (ICE), Yanceyville (ICE)	
	C		Monticello, Reidsville, Roxboro (ICE), Ruffin, Timberlake (ICE)
	D	Kimesville, Saxapahaw	Eden (ICE), Greensboro
	E		Julian, Liberty (Randolph Co.) (ICE), Madison (ICE), Stoneville (ICE), Summerfield
Antioch, SC		(Refer to the South Carolina <i>Guidebook</i> for Antioch customers located in the Grover exchange.)	
Apex/Raleigh	A	Cary	
	B	Fuguay-Varina (ICE), Raleigh	Angier (ICE)
	C	Durham (Wake County)- (919-293)(ICE), Knightdale, GTE Research Triangle Park <sup>1</sup> (ICE), Pittsboro (ICE)	Broadway (ICE), Chapel Hill, balance of the Durham exchange (ICE)
	D	Wake Forest (ICE), Wendell	Clayton (ICE), Creedmoor (ICE), Hillsborough (ICE), Sanford (ICE)
	E	Zebulon	Olivia (ICE), Selma

**Note 1:** See A3.5.1.C for additional information.



**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.5 Local Calling Areas (Cont'd)**

**A3.5.2 Local Calling Area Exchanges (Cont'd)**

<b>Exchange/LATA</b>	<b>Distance Band</b>	<b>Basic Service Area Additional Exchanges</b>	<b>Expanded Service Area Additional Exchanges</b>	
Locust/Charlotte	A	Oakboro (ICE)	Goose Creek (ICE), New Salem (ICE)	
	B	Albermarle (ICE), Concord (ICE)	Harrisburg (ICE), Hemby Bridge (ICE), Mt. Pleasant (ICE)	
	C	Badin (ICE), New London (ICE), Norwood (ICE)	Ansonville (ICE), Indian Trail (ICE), Kannapolis (ICE), Marshville (ICE), Matthews (ICE), Monroe (ICE), Peachland-Polkton, (ICE), Wingate (ICE)	
	D	Charlotte	Alton (ICE), China Grove-Landis (ICE), Davidson, Granite Quarry-Rockwell (ICE), Huntersville, Pineville (ICE), Salisbury, Wadesboro (ICE), Waxhaw (ICE)	
	E		Belmont, Cleveland, Cooleemee (ICE), Denver, Fort Mill, SC (ICE), Lake Wylie, SC, Lake Wylie West, SC, Lilesville (ICE), Lowell, Mooresville (ICE), Morven (ICE), Mt. Holly, Stanley, Troutman	
Long Beach/Wilmington	A	Southport	Holden Beach (ICE)	
	B		Boiling Springs Lake (ICE), Bolivia (ICE), Shallotte (ICE)	
	C		Carolina Beach, Seaside (ICE)	
	D	Wilmington	Acme, Longwood (ICE), Wrightsville Beach	
Lowell/Charlotte	E		Castle Hayne, Scotts Hill	
	A	Belmont, Gastonia, Mill Creek, SC Mt. Holly, South Crowders Creek, Stanley		(M)
	B	Bessemer City	Charlotte, Clover, SC, Kings Mountain, Lake Wylie, SC, Lake Wylie West, SC	(M)
	C		Antioch, SC, Cherryville, Davidson, Denver, Fort Mill, SC (ICE), Grover, Huntersville, Lincolnton, Pineville (ICE), York, SC	
	D		Harrisburg (ICE), Hemby Bridge (ICE), Hickory Grove, SC, Indian Trail (ICE), Lawndale, Maiden, Matthews (ICE), Mooresville (ICE), Newton, Rock Hill, SC (ICE), Sharon, SC, Shelby, Sherrills Ford (ICE)	(M)
E		Caroleen, Catawba (ICE), China Grove-Landis (ICE), Claremont, Cleveland, Concord (ICE), Ellenboro, Goose Creek (ICE), Hickory (ICE), Hildebran (ICE), Kannapolis (ICE), Lattimore, Locust, Monroe (ICE), Mountain View (ICE), Mt. Pleasant (ICE), Statesville, Troutman, Waxhaw (ICE)	(M)	

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.5 Local Calling Areas (Cont'd)**

**A3.5.2 Local Calling Area Exchanges (Cont'd)**

Exchange/LATA	Distance Band	Basic Service Area Additional Exchanges	Expanded Service Area Additional Exchanges	
Lumberton/Wilmington	B	Fairmont, Pembroke, St. Pauls (ICE) Maxton (ICE), Parkton (ICE), Red Springs (ICE), Rowland, Rowland, SC	Fair Bluff (ICE)  Laurinburg, Wagram (ICE) Gibson, Laurel Hill (ICE), Newtonville, SC	(M1)
Maggie Valley/Asheville	A	Clyde, Waynesville Canton	Sylva (ICE) Cherokee (ICE), Cullowhee (ICE), Leicester Arden, Asheville, Brevard (ICE), Bryson City (ICE), Cashiers (ICE), Enka-Candler, Franklin (ICE), Hot Springs (ICE), Marshall (ICE), Weaverville (ICE) Barnardsville (ICE), Fairview, Guntertown (ICE), Hendersonville, Highlands (ICE), Mars Hill (ICE), Swannanoa	(M2)
Maiden/Charlotte	A	Claremont, Lincolnton, Newton		(M2)
	B	Denver, Hickory (ICE), Sherrills Ford (ICE)	Catawba (ICE), Hildebran (ICE), Mountain View (ICE)	(M2)
	C		Bessemer City, Bethlehem (ICE), Cherryville, Davidson, Granite Falls (ICE), Stanley, Stony Point, Troutman	(M2)
	D		Belmont, Gastonia, Huntersville, Kings Mountain, Lawndale, Lenoir, Lowell, Mill Creek, SC, Mooresville (ICE), Morganton, Mt. Holly, Shelby, South Crowders Creek, Statesville, Taylorsville, Valdese (ICE) Antioch, SC, Caroleen, Charlotte, China Grove-Landis (ICE), Cleveland, Clover, SC, Concord (ICE), Cooleemee (ICE), Ellenboro, Grover, Harmony (ICE), Harrisburg (ICE), Ijames (ICE), Kannapolis (ICE), Lake Wylie, SC, Lake Wylie West, SC, Lattimore, New Hope (ICE), Pineville (ICE), Union Grove (ICE)	(M2)
Mill Creek, SC		(Refer to the South Carolina <i>Guidebook</i> for Mill Creek customers located in the Gastonia exchange.)	(T)(M2)	

M1 - Material previously appearing on this page now appears on page(s) 22.30 of this section.

M2 - Material appearing on this page previously appeared on page(s) 22.32 and 22.33 of this section.

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.5 Local Calling Areas (Cont'd)

##### A3.5.2 Local Calling Area Exchanges (Cont'd)

Exchange/LATA	Distance Band	Basic Service Area Additional Exchanges	Expanded Service Area Additional Exchanges	
Monticello/Greensboro	A		Reidsville	(M1)
	B	Greensboro, Summerfield	Gibsonville (ICE)	(M2)
	C	Julian	Anderson, Burlington, Eden (ICE), Kimesville, Madison (ICE), Ruffin, Stoneville (ICE)	(M2)
	D		High Point (ICE), Kernersville (ICE), Liberty (Randolph Co.) (ICE), Mebane (ICE), Prospect Hill (ICE), Randleman (ICE), Saxapahaw, Walkertown (ICE), Walnut Cove (ICE), Yanceyville (ICE)	(M2)
	E		Asheboro (ICE), Danbury (ICE), King (ICE), Oldtown (ICE), Quaker Gap (ICE), Ramseur (ICE), Rural Hall (ICE), Sandy Ridge (ICE), Stanleyville (ICE), Thomasville (ICE), Welcome (ICE), Winston-Salem	(M2)
Morganton/Charlotte	A	Valdese (ICE)		(M2)
	B	Hildebran (ICE)	Granite Falls (ICE), Lenoir	(M2)
	C		Hickory (ICE), Mountain View (ICE)	(M2)
	D		Bethlehem (ICE), Blowing Rock, Ellenboro, Lattimore, Lawndale, Maiden, Newland, Newton, Spruce Pine, Watauga (ICE)	(M2)
	E		Banner Elk (ICE), Beech Mountain (ICE), Bessemer City, Boone, Caroleen, Catawba (ICE), Cherryville, Claremont, Denver, Forest City, Kings Mountain, Lincolnton, Rutherfordton, Shelby, Stony Point, Sugar Grove (ICE), Taylorsville	(M2)

M1 - Material previously appearing on this page now appears on page(s) 22.31 of this section.

M2 - Material appearing on this page previously appeared on page(s) 22.34 and 22.35 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.5 Local Calling Areas (Cont'd)**

**A3.5.2 Local Calling Area Exchanges (Cont'd)**

Exchange/LATA	Distance Band	Basic Service Area Additional Exchanges	Expanded Service Area Additional Exchanges	
Mt. Holly/Charlotte	A	Belmont, Lowell, Stanley		(M1)
	B	Charlotte, Gastonia, Mill Creek, SC, South Crowders Creek	Bessemer City, Huntersville, Lake Wylie, SC, Lake Wylie West, SC, Cherryville, Clover, SC, Davidson, Fort Mill, SC (ICE), Harrisburg (ICE), Kings Mountain, Lincolnton, Matthews (ICE), Mooresville (ICE), Pineville (ICE), Sherrills Ford (ICE)	(M2)
	C	Denver		(M2)
	D		Antioch, SC, Catawba (ICE), Claremont, Concord (ICE), Goose Creek (ICE), Grover, Hemby Bridge (ICE), Indian Trail (ICE), Kannapolis (ICE), Maiden, Newton, Rock Hill, SC (ICE), Shelby, Troutman, York, SC	(M2)
	E		Bethlehem (ICE), China Grove-Landis (ICE), Cleveland, Granite Quarry-Rockwell (ICE), Hickory (ICE), Hickory Grove, SC, Hildebran (ICE), Lattimore, Lawndale, Locust, Monroe (ICE), Mountain View (ICE), Mt. Pleasant (ICE), New Salem (ICE), Oakboro (ICE), Sharon, SC, Statesville, Stony Point, Waxhaw (ICE), Wingate (ICE)	(M2)
Mt. Olive/Raleigh	A	Grantham		(M2)
	B	Goldsboro		(M2)
	D		Selma	(M2)
Newland/Charlotte	E		Clayton (ICE)	(M2)
	A	Banner Elk (ICE), Beech Mountain (ICE)		(M2)
	B	Spruce Pine	Blowing Rock, Sugar Grove (ICE), Watauga (ICE)	(M2)
	C		Boone	(M2)
	D		Lenoir, Morganton	(M2)
	E		Bethlehem (ICE), Granite Falls (ICE), Hildebran (ICE), Valdese (ICE)	(M2)

M1 - Material previously appearing on this page now appears on page(s) 22.31 of this section.

M2 - Material appearing on this page previously appeared on page(s) 22.36 and 22.37 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.5 Local Calling Areas (Cont'd)**

**A3.5.2 Local Calling Area Exchanges (Cont'd)**

Exchange/LATA	Distance Band	Basic Service Area Additional Exchanges	Expanded Service Area Additional Exchanges	
Newton <sup>1</sup> /Charlotte	A	Catawba (ICE), Claremont, Hickory (ICE), Maiden, Mountain View (ICE)		(M1)
	B	Denver, Sherrills Ford (ICE)	Bethlehem (ICE), Granite Falls (ICE), Hildebran (ICE), Lincolnton	(M2)
	C		Cherryville, Statesville, Stony Point, Taylorsville, Troutman, Valdese (ICE)	(M2)
	D		Bessemer City, Davidson, Gastonia, Huntersville, Kings Mill Creek, SC <sup>2</sup> , Mountain, Lawndale, Lenoir, Lowell, Mooresville (ICE), Morganton, Mt. Holly, New Hope (ICE), Stanley	(M2)
	E		Antioch, SC, Belmont, Charlotte, China Grove-Landis (ICE), Cleveland, Clover, SC, Concord (ICE), Cooleemee (ICE), Ellenboro, Grover, Harmony (ICE), Ijames (ICE), Kannapolis (ICE), Lake Wylie, SC, Lake Wylie West, SC, Lattimore, Shelby, South Crowders Creek, Union Grove (ICE)	(M2)
Newtonville, SC	(Refer to the South Carolina <i>Guidebook</i> for Mill Creek customers located in the Gastonia exchange.)			(T)(M2)
Pembroke/Wilmington	A	Maxton (ICE), Red Springs (ICE)		(M2)
	B	Fairmont, Lumberton, Rowland, Rowland, SC, St. Pauls (ICE)		(M2)
	C	Parkton (ICE)	Laurel Hill (ICE), Laurinburg, Wagram (ICE)	(M2)
	D		Fair Bluff (ICE), Gibson, Newtonville, SC	(M2)
	E		Hamlet, Rockingham	(M2)
<b>Note 1:</b>	The basic service area of the 462 central office prefix of the Newton exchange also includes the 276 prefix of the Lincolnton exchange.			(M2)
<b>Note 2:</b>	Distance band determined using the Gastonia rate center.			(M2)

Pages 22.35 through 22.53 are hereby deleted in their entirety and removed from this Guidebook.

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M1 - Material previously appearing on this page now appears on page(s) 22.32 of this section.

M2 - Material appearing on this page previously appeared on page(s) 22.37 and 22.38 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.5 Local Calling Areas (Cont'd)**

**A3.5.2 Local Calling Area Exchanges (Cont'd)**

Exchange/LATA	Distance Band	Basic Service Area Additional Exchanges	Expanded Service Area Additional Exchanges	
Raleigh/Raleigh	A	Cary, Knightdale		(M1)
	B	Apex, Clayton (ICE), Wake Forest (ICE), Wendell		(M2)
	C	Angier (ICE), Durham (Wake County)- (919-293)(ICE), Fuquay-Varina (ICE), GTE Research Triangle Park <sup>1</sup> (ICE), Zebulon	Balance of the Durham exchange (ICE)	(T)(M2)
	D	Benson (ICE), Creedmoor (ICE), Four Oaks (ICE), Selma, Smithfield (ICE), Franklinton (ICE), Louisburg (ICE)	Chapel Hill	(M2)
	E	Kenly (ICE), Pittsboro (ICE), Princeton (ICE), Spring Hope (ICE)	Broadway (ICE), Hillsborough (ICE), Sanford (ICE)	(M2)
Raleigh Durham Airport <sup>2</sup> /Raleigh	A	Cary, Knightdale		
	B	Apex, Clayton (ICE), Wake Forest (ICE), Wendell		(M2)
	C	Angier, Fuquay-Varina (ICE), GTE Research Triangle Park <sup>1</sup> (ICE), Zebulon, balance of Durham exchange(ICE)		(M2)
	D	Benson, Chapel Hill, Creedmoor, Franklinton (ICE), Four Oaks, Louisburg (ICE), Selma, Smithfield		(M2)
	E	Kenly (ICE), Pittsboro (ICE), Princeton (ICE), Spring Hope (ICE)	Broadway (ICE), Hillsborough (ICE), Sanford (ICE)	(M2)

**Note 1:** See A3.5.1.C for additional information. (M2)

**Note 2:** The Raleigh-Durham Airport lies within and is served as a part of the Raleigh exchange. The rates for local exchange service for Raleigh-Durham Airport entitle a business subscriber to local calling to the Chapel Hill, Durham (ICE) and Creedmoor (ICE) exchanges in addition to the existing local calling area defined for the Raleigh exchange. (M2)

M1 - Material previously appearing on this page now appears on page(s) 33 of this section.  
 M2 - Material appearing on this page previously appeared on page(s) 22.38 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

(M1)

**A3.5 Local Calling Areas (Cont'd)**

(M2)

**A3.5.2 Local Calling Area Exchanges (Cont'd)**

(M2)

Exchange/LATA	Distance Band	Basic Service Area Additional Exchanges	Expanded Service Area Additional Exchanges
Reidsville/Greensboro	A	Ruffin	Monticello
	B	Eden (ICE), Stoneville (ICE)	
	C	Madison (ICE)	Anderson, Gibsonville (ICE), Greensboro, Summerfield, Yanceyville (ICE)
	D		Burlington, Kernersville (ICE), Kimesville, Mebane (ICE), Prospect Hill (ICE), Sandy Ridge (ICE), Walnut Cove (ICE)
	E		Danbury (ICE), High Point (ICE), Julian, King (ICE), Liberty (Randolph Co.) (ICE), Oldtown (ICE), Quaker Gap (ICE), Randleman (ICE), Roxboro (ICE), Rural Hall (ICE), Saxapahaw, Stanleyville (ICE), Thomasville (ICE), Timberlake (ICE), Walkertown (ICE), Winston-Salem
Rockingham/Wilmington	A	Ellerbe (ICE), Hamlet	
	B		Gibson, Laurel Hill (ICE), Newtonville, SC <sup>1</sup>
	C		Laurinburg
	D		Wagram (ICE)
	E		Pembroke, Rowland, Rowland, SC

**Note 1:** Distance band determined using the Gibson rate center.

(M2)

M1 - Material previously appearing on this page now appears on page(s) 34 of this section.  
 M2 - Material appearing on this page previously appeared on page(s) 22.39 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

(M1)

**A3.5 Local Calling Areas (Cont'd)**

(M2)

**A3.5.2 Local Calling Area Exchanges (Cont'd)**

(M2)

Exchange/LATA	Distance Band	Basic Service Area Additional Exchanges	Expanded Service Area Additional Exchanges	
Rowland/Wilmington	A	Rowland, SC		(M2)
	B	Fairmont, Maxton (ICE), Pembroke		(M2)
	C	Lumberton, Red Springs (ICE)	Fair Bluff (ICE), Laurinburg	(M2)
	D	Parkton (ICE), St. Pauls (ICE)	Gibson, Laurel Hill (ICE), Newtonville, SC, Wagram (ICE)	(M2)
	E		Hamlet, Rockingham	(M2)
(Refer to the South Carolina <i>Guidebook</i> for Rowland customers located in South Carolina.)				
Ruffin/Greensboro	A	Reidsville		(M2)
	B	Eden (ICE)	Yanceyville (ICE)	(M2)
	C	Stoneville (ICE)	Anderson, Monticello	(M2)
	D	Madison (ICE)	Burlington, Gibsonville (ICE), Greensboro, Mebane (ICE), Prospect Hill (ICE), Summerfield	(M2)
	E		Danbury (ICE), Julian, Kernersville (ICE), Kimesville, Roxboro (ICE), Sandy Ridge (ICE), Saxapahaw, Timberlake (ICE), Walkertown (ICE), Walnut Cove (ICE)	(M2)
Rutherfordton/Charlotte	A	Forest City		(M2)
	B	Caroleen, Ellenboro, Green Creek (ICE), Lake Lure		(M2)
	C		Lattimore	(M2)
	D		Lawndale, Shelby	(M2)
	E		Antioch, SC, Bessemer City, Cherryville, Grover, Hildebran (ICE), Kings Mountain, Morganton, Spruce Pine, Valdese (ICE)	(M2)
Salisbury/Charlotte	A	China Grove-Landis (ICE), Granite Quarry-Rockwell (ICE), Churchland(ICE)		(M2)
	B	Cleveland, Reeds(ICE)	Cooleemee (ICE), Kannapolis (ICE)	(M2)
	C		Concord (ICE), Ijames (ICE), Mocksville (ICE), Mooresville (ICE), Mt. Pleasant (ICE), New London (ICE)	(M2)
	D		Albemarle (ICE), Badin (ICE), Davidson, Harmony (ICE), Harrisburg (ICE), Huntersville, Locust, Sherrills Ford (ICE), Statesville, Troutman	(M2)
	E		Catawba (ICE), Charlotte, Claremont, Denver, Goose Creek (ICE), Hemby Bridge (ICE), New Hope (ICE), New Salem (ICE), Norwood (ICE), Oakboro (ICE), Stony Point, Union Grove (ICE)	(M2)

(T)(M2)

Page 25.1 is hereby deleted in its entirety and removed from this Guidebook.

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M1 - Material previously appearing on this page now appears on page(s) 35 of this section.  
 M2 - Material appearing on this page previously appeared on page(s) 22.40 and 22.41 of this section.



**A3. BASIC LOCAL EXCHANGE SERVICE**

(M)

**A3.5 Local Calling Areas (Cont'd)**

(M2)

**A3.5.2 Local Calling Area Exchanges (Cont'd)**

(M2)

Exchange/LATA	Distance Band	Basic Service Area Additional Exchanges	Expanded Service Area Additional Exchanges	
Saxapahaw/Greensboro	B	Burlington, Kimesville, Mebane (ICE), Chapel Hill	Liberty (Randolph Co.) (ICE)	(M2)
	C	Gibsonville (ICE)	Julian	(M2)
	D	Anderson	Greensboro, Monticello, Prospect Hill (ICE), Ramseur (ICE), Randleman (ICE)	(M2)
	E		Asheboro (ICE), High Point (ICE), Reidsville, Roxboro (ICE), Ruffin, Seagrove (ICE), Summerfield, Timberlake (ICE), Yanceyville (ICE)	(M2)
		A	Castle Hayne, Wrightsville Beach	
Scotts Hill/Wilmington	B	Topsail Island <sup>1</sup> (ICE), Wilmington		(M2)
	C	Burgaw, Holly Ridge <sup>1</sup> (ICE)	Carolina Beach	(M2)
	D		Acme, Atkinson, Boiling Springs Lake (ICE), Bolivia (ICE)	(M2)
	E		Long Beach, Southport	(M2)
	A	Princeton (ICE), Smithfield (ICE)		(M2)
Selma/Raleigh	B	Clayton (ICE), Four Oaks (ICE), Kenly (ICE)		(M2)
	C	Benson (ICE)	Goldsboro, Grantham, Knightdale, Wendell, Zebulon	(M2)
	D	Raleigh	Angier (ICE), Fuquay-Varina (ICE), Mt. Olive	(M2)
	E		Apex, Cary, Wake Forest (ICE)	(M2)
Shelby/Charlotte	A	Antioch, SC, Grover, Lattimore, Lawndale		(M2)
	B	Cherryville, Kings Mountain	Bessemer City, Caroleen, Ellenboro	(M2)
	C		Clover, SC, Forest City, Gastonia, Lincolnton, Mill Creek, SC <sup>2</sup> , South Crowders Creek	(M2)
	D		Belmont, Hickory Grove, SC, Lake Wylie, SC, Lake Wylie West, SC, Lowell, Maiden, Mountain View (ICE), Mt. Holly, Rutherfordon, Sharon, SC, Stanley, York, SC	(M2)
	E		Bethlehem (ICE), Catawba (ICE), Charlotte, Claremont, Denver, Fort Mill, SC (ICE), Granite Falls (ICE), Hickory (ICE), Hildebran (ICE), Morganton, Newton, Pineville (ICE), Rock Hill, SC (ICE), Sherrills Ford (ICE), Valdese (ICE)	(M2)

**Note 1:** The basic service area includes Topsail Island and Holly Ridge for only the 270 NXX of the Scotts Hill exchange. (M2)

**Note 2:** Distance band determined using the Gastonia rate center. (M2)

M1 - Material previously appearing on this page now appears on page(s) 36 of this section.

M2 - Material appearing on this page previously appeared on page(s) 22.41 and 22.42 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

(M1)

**A3.5 Local Calling Areas (Cont'd)**

(M2)

**A3.5.2 Local Calling Area Exchanges (Cont'd)**

(M2)

Exchange/LATA (See A3.4.8 for additional information)	Distance Band	Basic Service Area Additional Exchanges	Expanded Service Area Additional Exchanges	
South Crowders Creek		Belmont, Bessemer City, Clover, S.C., Gastonia, Kings Mountain, Lake Wylie, S.C., Lake Wylie West, S.C., Lowell, Mill Creek, S.C., Mt. Holly, Stanley, York, S.C.		(M2)
Southport/Wilmington	A	Long Beach	Boiling Springs Lake (ICE)	(M2)
	B		Bolivia (ICE), Carolina Beach	(M2)
	C	Wilmington	Holden Beach (ICE), Shallotte (ICE)	(M2)
	D		Acme, Seaside (ICE), Wrightsville Beach	(M2)
	E		Castle Hayne, Longwood (ICE), Scotts Hill	(M2)
Spruce Pine/Charlotte	A	Bakersville (ICE)		(M2)
	B	Newland		(M2)
	C		Banner Elk (ICE), Beech Mountain (ICE)	(M2)
	D		Blowing Rock, Boone, Lenoir, Morganton, Sugar Grove (ICE), Valdese (ICE), Watauga (ICE)	(M2)
	E		Granite Falls (ICE), Hildebran (ICE), Rutherfordton	(M2)
Stanley/Charlotte	A	Belmont, Gastonia, Lowell, Mill Creek, SC <sup>1</sup> , Mt. Holly		(M2)
	B	Bessemer City, South Crowders Creek	Cherryville, Denver, Huntersville, Lincolnton	(M2)
	C	Charlotte	Clover, SC, Davidson, Kings Mountain, Lake Wylie, SC, Lake Wylie West, SC, Maiden, Mooresville (ICE), Pineville (ICE), Sherrills Ford (ICE)	(M2)
	D		Antioch, SC, Catawba (ICE), Claremont, Concord (ICE), Fort Mill, SC (ICE), Grover, Harrisburg (ICE), Hickory (ICE), Kannapolis (ICE), Lawndale, Matthews (ICE), Mountain View (ICE), Newton, Shelby, Troutman, York, SC	(M2)
	E		Bethlehem (ICE), China Grove-Landis (ICE), Cleveland, Ellenboro, Goose Creek (ICE), Granite Falls (ICE), Hemby Bridge (ICE), Hickory Grove, SC, Hildebran (ICE), Indian Trail (ICE), Lattimore, Locust, Mt. Pleasant (ICE), Rock Hill, SC (ICE), Sharon, SC, Statesville, Stony Point, Taylorsville, Valdese (ICE), Waxhaw (ICE)	(M2)

**Note 1:** Distance band determined using the Gastonia rate center. (M2)

**Page 27.1 is hereby deleted in its entirety and removed from this Guidebook.** (N)

M1 - Material previously appearing on this page now appears on page(s) 36 of this section.

M2 - Material appearing on this page previously appeared on page(s) 22.43 and 22.44 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.5 Local Calling Areas (Cont'd)**

(M)

**A3.5.2 Local Calling Area Exchanges (Cont'd)**

(M)

Exchange/LATA	Distance Band	Basic Service Area Additional Exchanges	Expanded Service Area Additional Exchanges
Statesville/Charlotte	A	Troutman	
	B	Harmony (ICE), Mooresville (ICE), Stony Point	Catawba (ICE), Claremont, Cleveland, Sherrills Ford (ICE)
	C	Davidson, New Hope (ICE), Union Grove (ICE)	Cooleemee (ICE), Denver, Ijames (ICE), Mocksville (ICE), Newton, Taylorsville
	D		Bethlehem (ICE), China Grove-Landis (ICE), Granite Falls (ICE), Hickory (ICE), Hildebran (ICE), Huntersville, Kannapolis (ICE), Lincolnton, Maiden, Mountain View (ICE), Salisbury
	E		Belmont, Charlotte, Cherryville, Concord (ICE), Gastonia, Granite Quarry-Rockwell (ICE), Harrisburg (ICE), Lenoir, Lowell, Mill Creek, SCI, Mt. Holly, Mt. Pleasant (ICE), Stanley, Valdese (ICE)
Stony Point/Charlotte	A	Taylorsville	
	B	Statesville	Bethlehem (ICE), Catawba (ICE), Claremont, New Hope (ICE), Troutman, Union Grove (ICE)
	C		Granite Falls (ICE), Harmony (ICE), Hickory (ICE), Maiden, Mountain View (ICE), Newton, Sherrills Ford (ICE)
	D		Cleveland, Cooleemee (ICE), Davidson, Denver, Hildebran (ICE), Ijames (ICE), Lenoir, Lincolnton, Mocksville (ICE), Mooresville (ICE)
	E		Blowing Rock, Cherryville, China Grove-Landis (ICE), Huntersville, Kannapolis (ICE), Morganton, Mt. Holly, Salisbury, Stanley, Valdese (ICE)

**Note 1:** Distance band determined using the Gastonia rate center

(M)

**A3. BASIC LOCAL EXCHANGE SERVICE**

(M1)

**A3.5 Local Calling Areas (Cont'd)**

(M2)

**A3.5.2 Local Calling Area Exchanges (Cont'd)**

(M2)

Exchange/LATA	Distance Band	Basic Service Area Additional Exchanges	Expanded Service Area Additional Exchanges	
Summerfield/Greensboro	B	Greensboro, Monticello	Kernersville (ICE), Madison (ICE), Walkertown (ICE), Walnut Cove (ICE)	(M2)
	C		Eden (ICE), Gibsonville (ICE), High Point (ICE), Reidsville, Stanleyville (ICE), Stoneville (ICE), Winston-Salem	(M2)
	D	Julian	Burlington, Danbury (ICE), Kimesville, King (ICE), Oldtown (ICE), Quaker Gap (ICE), Randleman (ICE), Ruffin, Rural Hall (ICE), Sandy Ridge (ICE), Thomasville (ICE), Welcome (ICE)	(M2)
	E		Advance (ICE), Anderson, Asheboro (ICE), East Bend (ICE), Forbush (ICE), Jackson Creek (ICE), Lewisville (ICE), Lexington (ICE), Liberty (Randolph Co.) (ICE), Mebane (ICE), Pilot Mountain (ICE), Prospect Hill (ICE), Ramseur (ICE), Reeds (ICE), Saxapahaw, Shoals (ICE), Westfield (ICE), Yanceyville (ICE)	(M2)
Swannanoa/Asheville	A	Asheville, Black Mountain, Fairview		(M2)
	B	Arden, Barnardsville (ICE), Enka-Candler, Weaverville (ICE)	Lake Lure, Old Fort (ICE)	(M2)
	C	Leicester	Garden City (ICE), Hendersonville, Mars Hill (ICE), Marshall (ICE)	(M2)
	D		Burnsville (ICE), Canton, Clyde, Glenwood Providence (ICE), Guntertown (ICE), Marion (ICE), Micaville (ICE), Saluda (ICE), Sevier (ICE)	(M2)
	E		Bakersville (ICE), Brevard (ICE), Hot Springs (ICE), Maggie Valley, Waynesville	(M2)
Taylorsville/Charlotte	A	Bethlehem (ICE), Stony Point		(M2)
	B	Hickory (ICE)	Catawba (ICE), Claremont, New Hope (ICE)	(M2)
	C		Granite Falls (ICE), Hildebran (ICE), Lenoir, Mountain View (ICE), Newton, Statesville, Union Grove (ICE)	(M2)
	D		Denver, Harmony (ICE), Ijames (ICE), Maiden, Sherrills Ford (ICE), Troutman, Valdese (ICE)	(M2)
	E		Blowing Rock, Boone, Cherryville, Cleveland, Cooleemee (ICE), Davidson, Lincolnton, Mocksville (ICE), Mooresville (ICE), Morganton, Stanley, Sugar Grove (ICE), Watauga (ICE)	(M2)

Pages 29.1 through 29.21 are hereby deleted in their entirety and removed from this Guidebook.

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M1 - Material previously appearing on this page now appears on page(s) 36 of this section.

M2 - Material appearing on this page previously appeared on page(s) 22.47 and 22.48 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

(M1)

**A3.5 Local Calling Areas (Cont'd)**

(M2)

**A3.5.2 Local Calling Area Exchanges (Cont'd)**

(M2)

Exchange/LATA	Distance Band	Basic Service Area Additional Exchanges	Expanded Service Area Additional Exchanges	
Troutman/Charlotte	A	Mooresville (ICE), Statesville	Sherrills Ford (ICE)	(M2)
	B	Davidson	Catawba (ICE), Claremont, Cleveland, Denver, Stony Point	(M2)
	C		China Grove-Landis (ICE), Cooleemee (ICE), Harmony (ICE), Huntersville, Ijames (ICE), Kannapolis (ICE), Maiden, Newton	(M2)
	D		Bethlehem (ICE), Concord (ICE), Granite Quarry-Rockwell (ICE), Harrisburg (ICE), Hickory (ICE), Hildebran (ICE), Lincolnton, Mocksville (ICE), Mountain View (ICE), Mt. Holly, New Hope (ICE), Salisbury, Stanley, Taylorsville, Union Grove (ICE)	(M2)
	E		Belmont, Bessemer City, Charlotte, Cherryville, Gastonia, Granite Falls (ICE), Lenoir, Locust, Lowell, Mill Creek, SC <sup>1</sup> , Mt. Pleasant (ICE), Valdese (ICE)	(M2)
Waterville (See A.3.4.7 for additional information.)		Newport, Tennessee		(M2)
Waynesville/Asheville	A	Canton, Clyde, Maggie Valley		(M2)
	B		Sylva (ICE)	(M2)
	C		Cherokee (ICE), Cullowhee (ICE), Enka-Candler, Leicester	(M2)
	D		Arden, Asheville, Brevard (ICE), Bryson City, Cashiers (ICE), Hot Springs (ICE), Marshall (ICE), Weaverville (ICE)	(M2)
	E		Barnardsville (ICE), Black Mountain, Fairview, Franklin (ICE), Guntertown (ICE), Hendersonville, Highlands (ICE), Mars Hall (ICE), Saluda (ICE), Swannanoa	(M2)
Wendell/Raleigh	A	Knightdale, Zebulon		(M2)
	B	Raleigh, Wake Forest (ICE)	Clayton (ICE)	(M2)
	C	Smithfield (ICE)	Selma	(M2)
	D	Apex, Cary, Fuquay-Varina (ICE)	Angier (ICE), Creedmoor (ICE)	(M2)
	E	Durham (Wake County) – (919-293)(ICE), GTE Research Triangle exchange (ICE), Goldsboro, Grantham Park <sup>1</sup> (ICE)	Chapel Hill, balance of the Durham	(T)(M2)
	F		Hillsborough (ICE)	(M2)

**Note 1:** Distance band determined using the Gastonia rate center. (M2)

**Note 2:** See A3.5.1.C for additional information. (T)(M2)

**Pages 30.0.0.1 and 30.0.1 are hereby deleted in their entirety and removed from this Guidebook.** (N)

M1 - Material previously appearing on this page now appears on page(s) 40 and 41 of this section.

M2 - Material appearing on this page previously appeared on page(s) 22.49 and 22.50 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.5 Local Calling Areas (Cont'd)**

**A3.5.2 Local Calling Area Exchanges (Cont'd)**

Exchange/LATA	Distance Band	Basic Service Area Additional Exchanges	Expanded Service Area Additional Exchanges	
Wilmington/Wilmington	A	Castle Hayne, Wrightsville Beach		(M1)
	B	Carolina Beach, Scotts Hill	Boiling Springs Lake (ICE), Bolivia (ICE)	(M2)
	C	Acme, Southport		(M2)
	D	Holly Ridge (ICE), Long Beach, Topsail Island (ICE)	Atkinson, Burgaw, Holden Beach (ICE)	(M2)
	E		Longwood (ICE), Seaside (ICE), Shallotte (ICE)	(M2)
Winston-Salem/Greensboro	A	Lewisville (ICE), Oldtown (ICE), Stanleyville (ICE), Walkertown (ICE)		(M2)
	B	Advance (ICE), Kernersville (ICE), King (ICE), Rural Hall (ICE), Walnut Cove (ICE)	Welcome (ICE)	(M2)
	C	Courtney (ICE), East Bend (ICE), Forbush (ICE), Quaker Gap (ICE)	High Point (ICE), Lexington (ICE), Reeds (ICE), Shoals (ICE), Summerfield, Thomasville (ICE)	(M2)
	D	Cooleemee (ICE), Danbury (ICE), James (ICE), Mocksville (ICE)	Boonville (ICE), Brooks (ICE), Churchland (ICE), Greensboro, Level Cross (ICE), Madison (ICE), Pilot Mountain (ICE), Sandy Ridge (ICE), Westfield (ICE), Yadkinville (ICE)	(M2)
	E		Asheboro (ICE), Beulah (ICE), Denton (ICE), Dobson (ICE), Eden (ICE), Elkin (ICE), Farmer (ICE), Gibsonville (ICE), Jackson Creek (ICE), Julian, Kimesville, Monticello, Mt. Airy (ICE), Randleman (ICE), Red Brush (ICE), Reidsville, Southmont (ICE), State Road (ICE), Stoneville (ICE), Zephyr (ICE)	(M2)
Wrightsville Beach /Wilmington	A	Scotts Hill, Wilmington		(M2)
	B	Carolina Beach	Castle Hayne	(M2)
	C		Boiling Springs Lake (ICE), Bolivia (ICE)	(M2)
	D		Acme, Atkinson, Burgaw, Long Beach, Southport	(M2)
	E		Holden Beach (ICE), Shallotte (ICE)	(M2)
Zebulon/Raleigh	A	Knightdale, Wendell		(M2)
	B	Spring Hope(ICE), Wake Forest (ICE)	Clayton (ICE)	(M2)
	C	Louisburg (ICE), Raleigh, Smithfield (ICE)	Selma	(M2)
	D	Cary	Creedmoor (ICE)	(M2)
	E	Apex, Durham (Wake County) – (919-293) (ICE), Fuquay-Varina (ICE), GTE Research Triangle Park1 (ICE)	Angier (ICE), balance of the Durham exchange (ICE), Goldsboro, Grantham	(M2)
	F		Chapel Hill, Hillsborough (ICE)	(M2)

**Note 1:** See A3.5.1.C for additional information.

M1 - Material previously appearing on this page now appears on page(s) 43 of this section.  
 M2 - Material appearing on this page previously appeared on page(s) 22.51 and 22.52 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.5 Local Calling Areas (Cont'd)**

(M1)

**A3.5.3 List of Exchanges by Local Access and Transport Area (LATA)**

(M2)

**Asheville LATA**

(M2)

Andrews	Cherokee	Hendersonville	Old Fort	(M2)
Arden	Clyde	Highlands	Robbinsville	(M2)
Asheville	Cullowhee	Hot Springs	Saluda	(M2)
Bakersville	Enka-Candler	Lake Lure	Sevier	(M2)
Barnardsville	Fairview	Leicester	Suit	(M2)
Black Mountain	Fontana	Maggie Valley	Swannanoa	(M2)
Brevard	Franklin	Marion	Sylva	(M2)
Bryson City	Garden City	Mars Hill	Waynesville	(M2)
Burnsville	Glenwood Providence	Marshall	Weaverville	(M2)
Canton	Guntertown	Micaville		(M2)
Cashiers	Hayesville	Murphy		(M2)

**Charlotte LATA**

(M2)

Albemarle	Forest City	Lawndale	Peachland Polkton	(M2)
Altan	Fort Lawn, SC	Lenoir	Pineville	(M2)
Ansonville	Fort Mill, SC	Lilesville	Rock Hill, SC	(M2)
Antioch	Gastonia	Lincolnton	Rutherfordton	(M2)
Badin	Goose Creek	Locust	Salisbury	(M2)
Banner Elk	Granite Falls	Lowell	Sharon, SC	(M2)
Beech Mountain	Granite Quarry Rockwell	Maiden	Shelby	(M2)
Belmont	Grover	Marshville	Sherrills Ford	(M2)
Bessemer City	Harmony	Matthews	South Crowders Creek, SC	(M2)
Bethlehem	Harrisburg	Mill Creek	Spruce Pine	(M2)
Blowing Rock	Heath Springs	Mocksville	Stanley	(M2)
Boone	Hemby Bridge	Monroe	Statesville	(M2)
Caroleen	Hickory	Mooresville	Stony Point	(M2)
Catawba	Hickory Grove	Morganton	Sugar Grove	(M2)
Charlotte	Hildebran	Morven	Taylorsville	(M2)
Cherryville	Huntersville	Mount Holly	Troutman	(M2)
China Grove Landis	Ijames	Mount Pleasant	Union Grove	(M2)
Claremont	Indian Trail	Mountain View	Valdese	(M2)
Cleveland	Kannapolis	New Hope	Wadesboro	(M2)
Clover, SC	Kershaw	New London	Watauga	(M2)
Concord	Kings Mountain	New Salem	Waxhaw	(M2)
Cooleemee	Lake Wylie	Newland	Wingate	(M2)
Davidson	Lake Wylie West	Newton	York, SC	(M2)
Denver	Lancaster	Norwood		(M2)
Ellenboro	Lattimore	Oakboro		(M2)

**Pages 32.0.1 through 32.1 are hereby deleted in their entirety and removed from this Guidebook.**

(N)

M1 - Material previously appearing on this page now appears on page(s) 43 of this section.

M2 - Material appearing on this page previously appeared on page(s) 22.52 and 22.53 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.5 Local Calling Areas (Cont'd)**

(M)

**A3.5.3 List of Exchanges by Local Access and Transport Area (LATA) (Cont'd)**

(M)

**Greensboro LATA**

(M)

Advance	Elkin	Mount Airy	Seagrove	(M)
Anderson	Farmer	Mount Gilead	Shoals	(M)
Asheboro	Forbush	Mulberry	Southmont	(M)
Badin Lake	Gibsonville	Nathans Creek	Sparta	(M)
Baldwin	Glade Creek	North Wilkesboro	Stanleyville	(M)
Beulah	Greensboro	Oldtown	State Road	(M)
Biscoe	Hays	Pilot Mountain	Stoneville	(M)
Boomer	High Point	Pisgah	Summerfield	(M)
Boonville	Jackson Creek	Prospect Hill	Thomasville	(M)
Brooks	Julian	Quaker Gap	Timberlake	(M)
Burlington	Kernersville	Ramseur	Troy	(M)
Candor	Kimesville	Randleman	Walkertown	(M)
Champion	King	Red Brush	Walnut Cove	(M)
Churchland	Lansing	Reeds	Welcome	(M)
Clingman	Level Cross	Reidsville	West End	(M)
Courtney	Lewisville	Roaring Gap	West Jefferson	(M)
Creston	Lexington	Roxboro	Westfield	(M)
Danbury	Liberty	Ruffin	Winston Salem	(M)
Denton	Lomax	Rural Hall	Yadkinville	(M)
Dobson	Madison	Sandy Ridge	Yanceyville	(M)
East Bend	Mebane	Saxapahaw	Zephyr	(M)
Eden	Monticello	Scottville		(M)

**Raleigh LATA**

(M)

Angier	Creedmoor	Knightdale	Wake Forest	(M)
Apex	Durham	Mount Olive	Wendell	(M)
Broadway	Fuquay-Varina	Olivia	Zebulon	(M)
Cary	Goldsboro	Raleigh		(M)
Chapel Hill	Grantham	Sanford		(M)
Clayton	Hillsborough	Selma		(M)

**Wilmington LATA**

(M)

Acme	Fair Bluff	Longwood	Shallotte	(M)
Atkinson	Fairmont	Lumberton	Southport	(M)
Boiling Spring Lakes	Gibson	Newtonville	Wagram	(M)
Bolivia	Hamlet	Pembroke	Wilmington	(M)
Burgaw	Holden Beach	Rockingham	Wrightsville Beach	(M)
Carolina Beach	Laurel Hill	Rowland		(M)
Castle Hayne	Lauringburg	Scotts Hill		(M)
Ellerbe	Long Beach	Seaside		(M)

**A3.6 Auxiliary Line Service (Inward Service)**

(M)

- A. Under the conditions specified following, a subscriber, having business individual line service may subscribe for one or more auxiliary lines at the rate specified below for auxiliary lines. (M)
- B. The auxiliary line must terminate on the same premises as that in which the two-way service is located. (M)
- C. The auxiliary line is arranged for receiving incoming calls only. (M)
- D. Auxiliary line service is furnished at the rate applicable for complex or simple business individual line service for that exchange, as appropriate. (M)

**A3.7 Joint User Service - (Obsoleted, See Section A103)**

(M)



**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.8 Directory Assistance Service**

(M)

**A3.8.1 General**

(M)

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

**A3.8.2 Rates and Charges**

(M)

- A. A charge is applicable for each inquiry for directory assistance except as noted below; each number requested constitutes an inquiry except that the first two numbers requested on any one call constitutes only one inquiry.  
 Directory Assistance Service - request of a telephone number - (maximum of three requested telephone numbers per call) (M)
- 1. Within the Company's local or expanded local calling area for the originating line (M)

	<b>Rate</b>	<b>USOC</b>	
(a) Per Call	<b>\$2.29</b>	<b>NA</b>	(M)

- B. (DELETED) (M)
- C. No operator assisted surcharge will apply in addition to the applicable directory assistance charges. (M)
- D. No charge applies for the first call requesting telephone numbers for lines located within the Company's local calling area for the originating line, per month per line or PBX trunk, or for the first call per month per Centrex Type Services main station. The allowance applies only to calls placed by dialing the designated digits for local directory assistance. (M)
- E. Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory due to a disability which can be confirmed by a physician or certifying agent. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of directory service requests, such as requests for numbers outside of the Company's local calling and LATA/NPA serving areas for the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Local Directory Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Directory Assistance exemption is a voluntary program of the Company that may be terminated at any time. (M)
- F. Exchanges where charges for inquiries to directory assistance temporarily are not applicable to any subscribers due to lack of facilities are specified below: (M)
  - Liberty (Cherokee County) (M)
  - Waterville (M)

**Note 1:** Local calling areas are specified in A3.5. (M)

### A3. BASIC LOCAL EXCHANGE SERVICE

(M1)

#### A3.9 Operator Assisted Local Calls

(M2)

##### A3.9.1 Operator Assisted Charges

(M2)

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

(M2)

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

(M2)

**C.** The following service charges for operator assisted local calls apply in addition to the local dial rate applicable<sup>2</sup>

(M2)

Nonrecurring Charge	USOC
------------------------	------

1. Station-to-Station operator assisted sent-paid,

(M2)

(a) Each

\$ .95	NA
--------	----

(M2)

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

(M2)

1. Calls to designated Company numbers for official telephone business.

(M2)

2. Emergency calls to recognizable authorized civil agencies.

(M2)

3. Those cases where a Company operator provides assistance to:

(M2)

a. Re-establish a call which has been interrupted after the calling number has been reached.

(M2)

b. Reach the calling telephone number where facility problems prevent customer dial completion.

(M2)

c. Operator Assistance (OA) may be provided at no charge to persons who are unable to use a telephone due to a disability which can be confirmed by a physician or certifying agent. Operator Assistance service charges will not be charged to the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Operator Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Operator Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Operator Assistance exemption is a voluntary program of the Company that may be terminated at any time.

(M2)

**E.** Operator Assisted Premium Plan

(M2)

1. A premium is described as a commission, the amount of which shall be calculated as set forth in an agreement between the customer and the Company. Under this plan, a premium is applicable to local customer dialed operator assisted calls and may be payable to subscribing customers based upon the Company's service revenue generated by said calls. These calls must:

(M2)

a. originate from a telephone line associated with the subscribing customer's account,

(M2)

b. originate and terminate in the same LATA,

(M2)

c. be carried and completed by the Company via Company facilities and

(M2)

d. be billed by the Company.

(M2)

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

(M2)

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

(M2)

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

(M2)

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

(M2)

M1 - Material previously appearing on this page now appears on page(s) 44 of this section.

M2 - Material appearing on this page previously appeared on page(s) 25 of this section.

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.10 (DELETED)

(M1)

#### A3.11 Network Access Register Package

(M2)

(M2)

##### A3.11.1 General

(M2)

The Network Access Register (NAR) Package provides for exchange and long distance message network calling to and from main stations and attendant positions of an ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service system or a system requiring trunk or line applications in conjunction with MegaLink channel service, FlexServ service or MegaLink ISDN<sup>1</sup> service. The NAR Package provides for Flat Rate or usage sensitive network access. It is used for ESSX or Digital ESSX service in conjunction with a Network Access Limiter as provided in Section A112, with MegaLink ISDN<sup>1</sup> service and the Feature Activation element of MegaLink channel service as provided in Section B7 of the Private Line Guidebook, or with the channel connections associated with FlexServ service as provided in Section A32.

(M2)

##### A3.11.2 Application of Rates and Charges

(M2)

- A. The Community Caller Plus NAR Package includes an unlimited number of dialed sent paid local calls. (M2)
- B. For the Message Rate NAR Package, all limitations as specified in this *Guidebook* for Message Rate Service apply. A usage allowance for local message, and usage charges for calls above the allowance apply as specified in this *Guidebook* for PBX Trunk Message Rate Service. This service is only offered where Message Rate Central Office PBX Trunk Line Service is available. (T)(M2)
- C. For rates in local exception exchanges, see A3.4. (T)(M2)
- D. ESSX service NAR rates and USOCs as described under Community Caller Plus, should be used for all applications involving an ESSX service, Digital ESSX service, MultiServ PLUS service system, or BellSouth Centrex service, even those providing MegaLink channel service or FlexServ service in conjunction with an ESSX service, Digital ESSX service, or MultiServ PLUS service system. (T)(M2)
- E. Other service NAR rates and USOCs as described under community Caller Plus, should be used for all MegaLink ISDN<sup>1</sup> service applications and for other applications involving MegaLink channel service or FlexServ service provided separate and apart from an ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service system. (T)(M2)
- F. The conditions and rates specified in other sections of this *Guidebook* for services which may be associated with these services are in addition to those specified herein. (T)(M2)

#### A3.12 Reserved For Future Use

(M2)

#### A3.13 Expanded Local Service (*Obsolete – See Section A103*)

(T)(M2)

**Note 1:** MegaLink ISDN service obsoleted 12/11/96. (See Section B107.)

(T)(M2)

M1 - Material previously appearing on this page now appears on page(s) 44 of this section.

M2 - Material appearing on this page previously appeared on page(s) 25.1, 26, 27, 29 and 29.1 of this section.

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.14 Expanded Local Saver Service

(T)(M)

##### A3.14.1 Description of Service

(T)(M)

- A. Expanded Local Saver service is designed to provide economical service for customers who generate a high volume of local usage to locations included in the expanded service areas defined in A3.5.2. (M)
- B. This service provides billing at a discounted usage rate for all calls to exchanges included in the expanded service area defined in A3.5.2. A minimum monthly usage charge is billed to the customer any month the customer's billable usage for the account is less than the minimum monthly usage charge specified for the option to which the customer subscribes. (M)
- C. Individual message detail is included as part of this service. (M)
- D. Automated or operator assisted station-to-station calls between qualifying Expanded Local Saver service exchanges which are billed to the customer's account will be billed based on Expanded Local Saver service rates. However, applicable operator assistance surcharges will also apply. (M)

##### A3.14.2 Terms and Conditions

(T)(M)

- A. Expanded Local Saver service is available to individual line, PBX, ESSX service, Digital ESSX service, and Remote Call Forwarding (RCF) service. The service is not available to intraLATA only Outward WATS and combined Outward WATS, Mobile Telephone Service, and Dormitory Communications service. (M)
- B. The service is offered on an account basis only. An account includes all individual lines, PBX trunks, or ESSX service, Digital ESSX service, network access registers in an account. At the customer's option, usage from multiple accounts of a customer at the same and/or different locations and accounts that represent residential service may be aggregated to comprise one Expanded Local Saver service account and be billed on the same bill. However, for the multiple accounts to be eligible for this service as a single account, all services in the multiple accounts must be billed on the same bill. Because this service is account based, partial billed to numbers (BTNs) are not eligible for the service, i.e., the consolidation of toll usage for multiple BTNs without the consolidation of all other service elements associated with those BTNs is not allowed. (M)
- C. Suspension of this service is not allowed. (M)
- D. This service is not subject to concessions. (M)
- E. The minimum service period for this service is one month unless otherwise stated in this Guidebook. (M)
- F. Use of the service is subject to *Terms and Conditions* in this Section and Section A2. (T)(M)
- G. Sharing or resale of this service is permitted in accordance with Section A23. (T)(M)
- H. All charges for this service are billed in arrears. (M)
- I. Determination of Charges (M)
  - 1. Usage charges for Expanded Local Saver Service are accumulated and billed per account, subject to a minimum monthly usage charge. To determine the billable usage per account, usage charges are calculated on a per call basis for calls during the billing period and accumulated for all calls on all lines in the billing account. Usage charges are calculated on a per call basis as follows. (T)(M)
    - a. The duration of each call is measured in tenth of a minute increments, with partial increments counted as full increments. (M)
    - b. The minimum duration of each call for billing purposes is 30 seconds. (M)
    - c. The duration of each call is multiplied by the rate per minute for the option to which the customer subscribes and the resultant amount is truncated to whole cents. (M)
  - 2. The billable usage is subject to a minimum monthly usage charge specified for the option to which the customer subscribes. If the billable usage for the account is less than the minimum monthly usage charge, the minimum monthly usage charge is billed to the customer. (M)
  - 3. For a partial month's service, the billable usage is not subject to the minimum monthly usage charge. The billing amount is calculated based upon actual usage and in accordance with the remainder of 1). (T)(M)

**A3. BASIC LOCAL EXCHANGE SERVICE**

(M1)

**A3.14 Expanded Local Saver Service (Cont'd)**

(T)(M2)

**A3.14.3 Rates**

(T)(M2)

A. The following rates will be applied in accordance with A3.14.2.I, and are billed in arrears.

(T)(M2)

	<b>Per Account</b>	<b>Rate Per Minute</b>	<b>USOC</b>	
1. ELSS 10 (Local WatsSaver service)				(T)(M2)
-Minimum of 600 minutes (10 hours) greater than 16 miles, per account				(M2)
(a) Minimum monthly usage charge	<b>\$ 72.00</b>	<b>\$-</b>	<b>TSW60</b>	(M2)
(b) Each minute of use greater than 16 miles	-	<b>.120</b>	<b>NA</b>	(M2)
(c) Each minute of use 1-16 miles		<b>.000</b>	<b>NA</b>	(M2)
2. ELSS 20 (Local WatsSaver service)				(T)(M2)
-Minimum of 1,200 minutes (20 hours) greater than 16 miles, per account				(M2)
(a) Minimum monthly usage charge	<b>132.00</b>	-	<b>TSW20</b>	(M2)
(b) Each minute of use greater than 16 miles	-	<b>.110</b>	<b>NA</b>	(M2)
(c) Each minute of use 1-16 miles		<b>.000</b>	<b>NA</b>	(M2)
3. ELSS 50 (Local WatsSaver service)				(T)(M2)
-Minimum of 3,000 minutes (50 hours) greater than 16 miles, per account				(M2)
(a) Minimum monthly usage charge	<b>300.00</b>	-	<b>TSW30</b>	(M2)
(b) Each minute of use greater than 16 miles	-	<b>.100</b>	<b>NA</b>	(M2)
(c) Each minute of use 1-16 miles		<b>.000</b>	<b>NA</b>	(M2)
4. ELSS 90 (Local WatsSaver service)				(T)(M2)
-Minimum of 5,400 minutes (90 hours) greater than 16 miles, per account				(M2)
(a) Minimum monthly usage charge	<b>513.00</b>	-	<b>TSW54</b>	(M2)
(b) Each minute of use greater than 16 miles	-	<b>.095</b>	<b>NA</b>	(M2)
(c) Each minute of use 1-16 miles		<b>.000</b>	<b>NA</b>	(M2)
5. ELSS 210 (Local WatsSaver service)				(T)(M2)
-Minimum of 12,600 minutes (210 hours) greater than 16 miles, per account				(M2)
(a) Minimum monthly usage charge	<b>1,083.60</b>	-	<b>TSW21</b>	(M2)
(b) Each minute of use greater than 16 miles	-	<b>.086</b>	<b>NA</b>	(M2)
(c) Each minute of use 1-16 miles		<b>.000</b>	<b>NA</b>	(M2)
6. ELSS 425 (Local WatsSaver service)				(T)(M2)
-Minimum of 25,500 minutes (425 hours) greater than 16 miles, per account				(M2)
(a) Minimum monthly usage charge	<b>\$2,142.00</b>	<b>\$-</b>	<b>TSW42</b>	(M2)
(b) Each minute of use greater than 16 miles	-	<b>.084</b>	<b>NA</b>	(M2)
(c) Each minute of use 1- 16 miles		<b>.000</b>	<b>NA</b>	(M2)
7. ELSS 850 (Local WatsSaver service)				(T)(M2)
-Minimum of 51,000 minutes (850 hours) greater than 16 miles, per account				(M2)
(a) Minimum monthly usage charge	<b>4,131.00</b>	-	<b>TSW85</b>	(M2)
(b) Each minute of use greater than 16 miles	-	<b>.081</b>	<b>NA</b>	(M2)
(c) Each minute of use 1- 16 miles		<b>.000</b>	<b>NA</b>	(M2)

M1 - Material previously appearing on this page now appears on page(s) 44 of this section.

M2 - Material appearing on this page previously appeared on page(s) 29.20 and 29.20.1 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.14 Expanded Local Saver Service (Cont'd)**

(T)(M)

**A3.14.4 Expanded Local Saver Service Term Discount Plan**

(T)(M)

- A. The Expanded Local Saver Service Term Discount Plan is designed for business customers who subscribe to Expanded Local Saver Service. (T)(M)
- B. The Expanded Local Saver Service Term Discount Plan offers discounts off rates shown in A3.14.3. (T)(M)
- C. A termination liability will be assessed to subscribers who terminate the service prior to the expiration of the term commitment. The amount to be assessed will be equal to the Minimum Monthly Settlement Amount in effect at the time of termination less the discount multiplied by the number of months remaining in the term commitment. If a customer changes to a longer term plan prior to the expiration of the term commitment, a termination liability will not be assessed. (M)
- D. A grace period of 90 days will apply to the initial term commitment. During the grace period, the customer may disconnect the service without termination liability. (M)
- E. The Expanded Local Saver Service Term Discount Plan will automatically renew for an equivalent term and usage commitment at the percent discount in effect when the term expires unless the customer provides written notification to cancel or change the Term Discount Plan, with such notification being received by the Company not less than 60 days and not more than 90 days prior to expiration of the contract. (T)(M)  
(M)
- F. The Expanded Local Saver service Term Discount is available as follows: (T)(M)

<b>Discount</b>	<b>Term</b>
5%	<b>12 Months</b>
8%	<b>24 Months</b>
11%	<b>36 Months</b>

(M)

(M)

(M)

**A3.15 Reserved for Future Use**

(M)

**A3.16 Reserved for Future Use**

(M)

**A3.17 Reserved for Future Use**

(M)

**A3.18 Reserved for Future Use**

(M)

**A3.19 Reserved for Future Use**

(M)

**A3.20 Reserved for Future Use**

(M)

**A3.21 Reserved for Future Use**

(M)

(M)

### A3. BASIC LOCAL EXCHANGE SERVICE

(M1)

#### A3.22 Local Usage Detail (LUD)

(M2)

##### A3.22.1 General

(M2)

- A. Local Usage Detail (LUD) provides customers with a monthly listing of billing details on a per call basis in lieu of the usual summary billing of dialed sent paid billed local usage. LUD is available as specified following except that Area Plus service, Area Plus service with the Complete Choice option, MetroDiscount and BellSouth Business Plus service Option 1 customers may not subscribe to LUD. (M2)
- B. Premium LUD provides a listing of dialed sent paid billed local calls to BSA and ESA exchanges specified in A3.5.2. This service does not provide billing details for any call for which no usage charges are billed to the customer. (M2)
  - 1. This service is available on a per-account or per line basis to Thrifty Caller service subscribers. It is available to Community Caller Plus service (CCP) subscribers on a per line basis only. (M2)
  - 2. The rate specified in A for the basic service area is not applicable for CCP customers since CCP customers are not billed for calls to exchanges within the basic service area specified in A3.5.2. Therefore, CCP customers who subscribe to Premium LUD will not receive a listing of those calls. (T)(M2)
- C. Free LUD, also known as Expanded Service Area LUD, provides a listing of dialed sent paid billed local calls to the expanded area exchanges specified in A3.5.2. For BellSouth Business Plus service Option 2 service subscribers, this LUD option provides a listing of dialed sent paid billed local calls to exchanges that are within the subscriber's LATA, but not within the subscriber's basic service area as specified in A3.5.2. (T)(M2)
  - 1. This service is available on a per account basis to Thrifty Caller service, Community Caller Plus service, Complete Choice service, Message Rate service and BellSouth Business Plus service Option 2 subscribers. (M2)
- D. Customers who subscribe to Special Billing services as specified in A13.4 may also subscribe to LUD. (M2)
- E. Except as specified following, LUD service must be provided for entire billing periods. Requests for LUD must be processed five days prior to the billing date of the month in which it is desired, and must be initiated at the beginning, and terminated at the end of billing periods. LUD may be initiated or terminated between billing dates only when requested at the time the associated line or account is established or disconnected. (M2)
- F. When an order is issued solely for the purpose of initiating Premium LUD, the Secondary Service Charge in Section A4 applies. If Premium LUD is initiated at the same time an order is being issued for any other purpose, the charge preceding does not apply. Further, if Premium LUD is initiated within sixty days of the effective date of an expanded local calling plan in the customer's exchange, the charge preceding does not apply. Neither of these situations precludes application of the service charge applicable to the service for which the order is being issued exclusive of LUD. (T)(M2)
- G. Service Charges in Section A4 do not apply for the establishment or termination of Free (Expanded Service Area) LUD. (T)(M2)

##### A3.22.2 Rates and Charges

	Charge	USOC	
A. Premium LUD			(M2)
1. Provided on a per line or per account basis			(M2)
(a) Per message listed for calls to exchanges in the basic service area specified in A3.5	\$.01	NA	(M2)
(b) Per message listed for calls to exchanges outside the basic service area, but within the expanded local calling area specified in A3.5.	.00	NA	(M2)
B. Free (Expanded Service Area) LUD			(M2)
1. Provided on a per account basis			(M2)
(a) Per message listed	.00	NA	(M2)
C. Charges for LUD are in addition to other applicable local usage charges specified in this Guidebook.			(M2)

#### A3.23 Reserved for Future Use

(M2)

M1 - Material previously appearing on this page now appears on page(s) 44 of this section.  
 M2 - Material appearing on this page previously appeared on page(s) 29, 21 and 30 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.24 Local Directory Assistance Call Completion Service** (M)

**A3.24.1 Description of Service** (M)

- A. Local Directory Assistance Call Completion (DACC) is an optional service provided to users of Local Directory Assistance (DA) Service. Customers accessing local DA may choose to have the requested telephone number dialed by the DA System. A recorded voice will provide the telephone number and will offer to complete the call. The service is available only to customers with touch-tone telephone lines. (M)
- B. The service is available to Business and Residence customers except as limited in A3.24.4. (T)(M)
- C. Individual message detail is not available for calls placed through DACC Service. (M)
- D. The service is available only where billing and network capability exists. (M)
- E. Customers may request blocking of DACC calls on a per line basis for all local and toll DA calls originating from their telephone line(s) by contacting the local Company Business Office. There are no Service Charges applicable for subscription to blocking. (M)

**A3.24.2 General Terms and Conditions** (T)(M)

- A. The service is not subject to concessions. (M)

**A3.24.3 Use of the Service** (M)

- A. The service is furnished subject to all applicable *Terms and Conditions* in Section A2. (T)(M)

**A3.24.4 Limitations of Service** (M)

- A. The service is not available for the following classes of service call categories: (M)
  - 1. Non-Bell Exchange Carrier customers that access the Company's Directory Assistance service (M)
  - 2. Any Special Line Class Codes (M)
  - 3. **(DELETED)** (M)
  - 4. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC (M)
  - 5. Calls from tandems where the end user cannot be identified (M)
  - 6. Calls from Payphone Service Provider coin or coinless stations (M)
  - 7. Cellular Providers (M)
  - 8. WATS (M)

**A3.24.5 Application of Charges and Exemptions** (M)

- A. The charges specified in A3.24.6 will be applicable to all subscribers except disabled customers who are exempt from Directory Assistance charges, as detailed in A3.8.2. (T)(M)
- B. Chargeable Calls (M)
  - 1. The DACC service charge applies for all completed calls in addition to the appropriate Directory Assistance charge and other applicable charges for those individual calls. If a call is not completed (i.e. busy or no answer, or the customer hangs up prior to the call being completed), the DACC service charge does not apply. (M)
- C. Blocking of DACC Service (M)
  - 1. A blocking option is available to customers who prefer not to have the DACC service available in their home or office. There are no Service Charges applicable for subscription to or discontinuation of this blocking option. (M)

**A3.24.6 Rates and Charges** (M)

	Rate	USOC	
A. DACC Service Charges			(M)
(1) Directory Assistance Call Completion			(M)
(a) Charge Per Completed Call	\$ .00	NA	(M)
B. Blocking of DACC Service			(M)
(1) Optional blocking			(M)
(a) Charge per line	-	NA	(M)



### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.25 Directory Assistance/Directory Assistance Call Completion Service (M)

##### A3.25.1 Description of Service (M)

- A. Directory Assistance/Directory Assistance Call Completion (DA/DACC) provides the subscribing customer a local exchange subscriber telephone number and call completion to the number provided, given a listed name and address. (M)
- B. DA/DACC is for use by Mobile Service Providers (MSPs) only. (M)
- C. DA/DACC is provisioned via a dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Switching Office (MTSO) and the Company location where DA/DACC is provided. (M)
- D. DA/DACC is available only where billing and network capability exists. (M)
- E. IntraLATA intraNPA DA requests for an Independent Telephone Company served by the Company Directory Assistance Bureau will be handled in the same manner as intraLATA intraNPA DA requests for Company Telephone numbers. (M)
- F. Individual Message Detail is not included as part of this service. Detail which will be provided for each billing period includes the number of DA/DACC requests and a total charge for these requests. (M)

##### A3.25.2 General Terms and Conditions (T)(M)

- A. The subscribing DA/DACC Mobile Service Provider (MSP) must make arrangements with the Company for provision of dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Serving Office (MTSO) and the Company location where DA/DACC is provided. Such interconnect trunks are provided as specified in the MSP North Carolina Connection and Traffic Interchange Agreement (NCCTIA) contract. (M)

##### A3.25.3 Use of the Service (M)

- A. The service is furnished subject to all applicable *Terms and Conditions* in Section A2. (T)(M)

##### A3.25.4 Limitations of Service (M)

- A. DA/DACC is not available for 900 requests and IntraLATA InterNPA requests. (M)
- B. Requests for DA for Independent Telephone Company telephone numbers not served by the Company's Directory Assistance bureau will be re-switched to the appropriate Directory Assistance bureau. Re-switched Directory Assistance calls fall into the jurisdiction of the company providing the Directory Assistance service. Calls may or may not be completed for re-switched Directory Assistance calls, based on the services of the company providing the Directory Assistance service. The rate shown in A3.25.6 following applies regardless of whether or not the call is passed to another bureau. (M)

##### A3.25.5 Application of Charges (M)

- A. Charges specified in A3.25.6 will apply each time the subscriber requests a telephone number regardless of whether or not the number is actually provided and regardless of whether or not the caller allows the call to be completed. (T)(M)

##### A3.25.6 Rates and Charges (M)

- A. Service Charges (M)
  - (1) DA/DACC Charge (M)

	<b>Monthly</b>	
(a) Per local exchange subscriber number requested	<b>Rate</b>	<b>USOC</b>
	<b>\$.45</b>	<b>NA</b>

#### A3.26 (DELETED) (M)

**A3. BASIC LOCAL EXCHANGE**

**A3.27 Reserved for Future Use** (M)

**A3.28 Reserved for Future Use** (M)

**A3.29 Outgoing Only Service** (M)

**A3.29.1 General** (M)

- A. Outgoing Only Service provides outgoing only access to the network for residence and business customers desiring to have a line that cannot receive calls. (M)
- B. An outgoing only line has the same access to the network, the same local calling area and is subject to the same *terms, conditions*, and usage charges as a regular two-way access line of the same class of service. (T)(M)
- C. Calls to the telephone number associated with this service will be routed to an appropriate central office recording. Upon request and where facilities permit, the central office recording will not include the telephone number. (M)
- D. The telephone number associated with this service will not be published. The non-published number charge will not apply to this service. (M)
- E. This service will be allowed to work as the open end of Foreign Exchange Service, unless otherwise specified. (M)
- F. An outgoing only line may be a customer's only Basic Local Exchange Service or may be in addition to other two-way service. All other two-way service for businesses subscribing to outgoing only service must be of the same type (i.e., flat, message rate or measured), except as specified in Sections A11 and A23. (M)
- G. Services involving the receipt of incoming calls cannot be offered in association with Outgoing Only Service. (M)
- H. Neither Prestige service nor Customized Dialing Packages are available in association with Outgoing Only Service. (M)
- I. Outgoing Only Service is furnished at the rate applicable for a residence individual line or a Complex or Simple business individual line for the appropriate exchange and type of service provided as previously shown in A3. (M)

The following USOC's will apply for this service.

- |   |             |     |
|---|-------------|-----|
|   | <b>USOC</b> |     |
| 1. Business Individual Line, per line   |             | (M) |
| (a) ELS - Community Caller Plus Service | <b>RBC</b>  | (M) |
| (b) (Obsoleted, See A103.29)            |             | (M) |
| (c) (Obsoleted, See A103.29)            |             | (M) |
| 2. Residence Individual Line, per line  |             |     |
| (a) ELS - Community Caller Plus Service | <b>RRS</b>  | (M) |

**A3.30 Reserved for Future Use** (M)

**A3.31 Lifeline<sup>1</sup>** (M)

**A3.32 Reserved for Future Use** (M)

**A3.33 Reserved for Future Use** (M)

**A3.34 Reserved for Future Use** (M)

**A3.35 Reserved for Future Use** (M)

**A3.36 Reserved for Future Use** (M)

**Note 1:** This service appears in the General Subscriber Service Tariff, Section A3.31.

**A3. BASIC LOCAL EXCHANGE**

**A3.37 Reserved For Future Use** (M)

**A3.38 Back-Up Line (Obsoleted, See Section A103)** (M)

**A3.39 Reserved For Future Use** (M)

**A3.40 Reserved For Future Use** (M)

**A3.41 Complete Choice Service (Obsoleted, See Section A103)** (M)

**A3.42 Area Plus Service** (M)

**A3.42.1 General** (M)

- A. Area Plus service provides residence subscribers a flat rate access line with unlimited calling to all access lines within the serving exchange, the associated basic service area exchanges specified in A3.5.2 and all other exchanges in the subscriber's LATA. The LATA for each exchange is indicated in A3.5.2 and the exchanges in each LATA are listed in A3.5.3. The access line includes Touch-Tone capability. (M)
- B. Calls originated from an Area Plus service line which are completed within the basic and expanded service area exchanges with operator assistance will be billed the appropriate operator-assisted local call surcharges. Area Plus service does not include any calls which are not originated from an Area Plus service line. (M)
- C. Residence customers may also subscribe to Area Plus service with the Complete Choice option. All services/features specified in A103.41 as available with Complete Choice service are available with this option of Area Plus service. *Terms, conditions* and limitations specified in A103.41 for Complete Choice service apply to this option of Area Plus service<sup>1</sup>. (T)(M)
- D. Residence customers may also subscribe to the Two-Line Plan or the Three-Line Plan for Area Plus service with the Complete Choice option. Both plans offer rotary line service at no additional charge as specified in A103.41. All services/features specified in A103.41 as available with Complete Choice service are available with each line of a multi-line package. The subscriber may select different services/features for each line in the package. *Terms, conditions* and limitations specified in A103.41 for Complete Choice service apply to each line of a multi-line package with the Complete Choice option. All lines in each multi-line package must be billed to the same account and located at the same premises<sup>1</sup>. (T)(M)
- E. Service charges specified in Section A4 do not apply for conversion of existing service to/from Area Plus service or Area Plus service with the Complete Choice option<sup>1</sup>. (M)
- F. Existing customers of Area Plus service with the Complete Choice option cannot take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in A103.41 unless specifically allowed by the terms of the special promotion. (M)
- G. Upon customer request, temporary suspension of this service will be provided as specified in A2.3.16 at the rates specified following. (M)

**A3.42.2 Rates and Charges** (M)

- A. The following monthly rates apply for Area Plus services. (M)
  - 1. Residence individual line service (M)

	<b>Suspend Rate</b>	<b>Monthly Rate</b>	<b>USOC ARO</b>	
(a) Per line (without the Complete Choice option)	<b>\$10.00</b>	<b>\$45.00</b>		(M)
(b) Obsoleted, See Section A103				(M)
(c) Obsoleted, See Section A103				(M)
(d) Obsoleted, See Section A103				(M)

**A3.43 BellSouth Business Plus Service (Obsoleted, See Section A103)** (M)

**A3.44 BellSouth Business Choice Package (Obsoleted, See Section A103)** (M)

**A3.45 Complete Choice For Business Package (Obsoleted, See Section A103)** (T)

**Note 1:** Complete Choice Obsoleted February 19, 2009, Type 4 (See Section A103) (M)

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.46 AT&T Business Local Calling Assurance

##### A3.46.1 General

- A. AT&T Business Local Calling Assurance is offered where facilities and equipment are available.
- B. AT&T Business Local Calling Assurance is a one (1) to four (4) line offering available to business subscribers and consists of the following for a fixed monthly rate:
  - Business Access Line (flat rate-unlimited local calling)
  - Caller ID Deluxe
  - Remote Access to Call Forwarding (or) Call Forwarding Variable
- C. All of the *Terms, Conditions* and limitations specified elsewhere in this section or in Section A13 apply to the respective services and features provided as part of this service. (T)
- D. AT&T Business Local Calling Assurance requires a 12-month or a 24-month term agreement<sup>1</sup>. The fixed monthly rate provided with this service continues after the end of the term.
- E. Normally applicable service charges (i.e. line connection charges) will not apply for lines included in this offering.
- F. This offering is only available to single location subscribers and only one package is permitted per location.
- G. This offering may not be used concurrently with any local exchange service term election agreement program or local service promotion unless otherwise stated.
- H. Fees applicable to early termination of an agreement do not apply to the AT&T Business Local Calling Assurance term agreement.

##### A3.46.2 Rates and Charges

- A. AT&T Business Local Calling Assurance
  - 1. Package includes flat rate business line and specified features

	<b>Monthly Rate</b>	<b>USOC</b>
(a) Each 1-line package	\$ 25.00	PGOV1
(b) Each 2-line package	50.00	PGOV2
(c) Each 3-line package	75.00	PGOV3
(d) Each 4-line package	100.00	PGOV4

**Note 1:** Effective January 2, 2015, 24-month term agreements are obsolete and no longer available to new or renewing customers.

## A4. SERVICE CHARGES

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Contents Page 2 is hereby deleted in its entirety and removed from this Guidebook.

(N)

## A4. SERVICE CHARGES

(T)

### A4.1 Definitions

#### SERVICE CHARGE

Service Charge is a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services or facilities. Service Charges are categorized as:

- Line Connection Charge
- Line Change Charge
- Secondary Service Charge
- Premises Work Charge

Line Connection Charge (First Line, Additional Line) - Applies for establishing an exchange access line or trunk. The charge includes service ordering, central office work, exchange access line work and the installation of a standard voice miniature six position network interface.

Line Change Charge (First Line, Additional Line) - Applies per line to miscellaneous customer requested changes on existing service for, but not limited to, number changes and for restoration of service.

Secondary Service Charge - Applies per customer request for the receiving, recording, and processing of customer requests to change services or add new or additional services.

Premises Work Charge - A nonrecurring charge applicable to customer requested work such as moving the drop wire, protector and/or network interface on existing service.

#### CUSTOMER REQUEST

The term "per customer request" as used in this section shall be defined as a customer request for service that is ordered at the same time to be provided on the same date, the same premises, the same system, and the same account.

### A4.2 Application of Charges

#### A4.2.1 General

- A. Except as provided hereinafter, the following are subject to service charges:
  - 1. All classes of Basic Exchange Service and additional classes of service provided in this *Guidebook*. (T)
  - 2. Features and ancillary services.
  - 3. Miscellaneous service arrangements and auxiliary equipment
- B. The Line Connection Charge includes a standard voice miniature six position network interface for services which do not require other network interfaces. See Section A14 for FCC approved network interfaces.
- C. Installation or other charges throughout this *Guidebook* may be applicable in addition to the charges in this section. (T)
- D. Service charges may be required to be paid at the time of application for service.
- E. Service moves to a new premises (i.e., outside moves) are considered a disconnect at the old location and connection of service at the new location.

#### A4.2.2 Line Connection Charge Application

- A. The First Line Connection Charge is applicable if the customer is requesting only one line or for the first line of a multiple line request.
- B. The Additional Line Connection Charge applies on multiple line requests for each line to be connected after the first line on the request.
- C. The Line Connection Charge applies:
  - 1. For the connection of each exchange access line or trunk.
  - 2. On ESSX-1 service for the connection of a Network Access Register (NAR).
  - 3. On other Centrex Type Service for the connection of a line or trunk.

#### A4.2.3 Line Change Charge Application

(M)

- A. The First Line Change Charge is applicable if the customer is requesting changes on only one line or for the first line of a multiple line request. (M)
- B. The Additional Line Change Charge applied on multiple line requests for each line to be changed after the first line on the request. (M)
- C. If the First Line Connection Charge applies on a customer request, any Line Change Charges applicable to the same customer request will be billed at the Additional Line Change Charge rate. (M)

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## A4. SERVICE CHARGES

(T)

### A4.2 Application of Charges (Cont'd)

#### A4.2.3 Line Change Charge Application (Cont'd)

(T)

(M1)

**D.** The Line Change Charge applies:

1. For each telephone number changed when requested by the customer.
2. Per NAR for ESSX-1 service; per line or trunk on other Centrex Type Service.
3. For each line, trunk, or per NAR for ESSX-1 service being restored after service is temporarily denied for nonpayment.
4. For each line, trunk, or per NAR for ESSX-1 service being restored after temporary suspension at the request of a customer.
5. For changing from loop start to ground start and vice versa, for changing from a line to a trunk and vice versa, for changes in direction, or other operational changes requested by the customer.
6. For changing from Foreign Central Office Service to home wire center and vice versa.
7. For changing from business individual line service to Back-Up\* Line Service.

#### A4.2.4 Secondary Service Charge Application

**A.** The Secondary Service Charge will not apply if a Line Connection Charge or Line Change Charge is applicable.

**B.** The Secondary Service Charge applies for adding or rearranging:

1. Custom Calling Service
2. Prestige Communications service (T)
3. RingMaster service (T)
4. TouchStar service (T)
5. Customized Code Restriction
6. Customer requested directory listing changes.
7. Remote Call Forwarding
8. Other features or services, subject to A4 charges, for which the Line Connection Charge and Line Change Charge are not applicable.

**C.** The Secondary Service Charge applies for:

(M2)

1. Transfers of responsibility or transfers of service, including transfers in which a final bill is rendered. (M2)
2. Changing from residence to business service and vice versa. If the telephone number changes, the Line Change Charge applies in lieu of the Secondary Service Charge. The business charge applies when changing to business and the residence charge applies when changing to residence. (M2)
3. Rearrangement of drop wire, protector, and/or network interface. Additionally, a Premises Work Charge will apply. (M2)
4. Installing a network interface jack on existing service at the request of the customer. In addition to the Premises Work Charge, the charge for a Network Interface in Section A14 may apply if the network interface is other than a standard voice miniature six position network interface. (M2)

**D.** The Secondary Service Charge is applicable:

(M2)

1. On ESSX-1 service when installing a station line or changing a station number. (M2)
2. On other Centrex Type Services when adding or changing the operation of a NAR. (M2)
3. For conversions from existing 2-wire to 4-wire Foreign Exchange (FX) Service, in addition to the nonrecurring charges in Section A9. (M2)

**Page 2.1 is hereby deleted in its entirety and removed from this Guidebook.**

(N)

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) 2.1 of this section.

## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

#### A4.2.6 Service Charge Exceptions

- A.** Service Charges do not apply for:
1. Changing from Touch-Tone to Rotary-Dial capability.
  2. Requests to add Touch-Tone capability when no other services are requested.
  3. Changing from a private or semiprivate listing to a listed number.
  4. Changing the primary listing or transferring service of a residence customer to the name of the remaining spouse in the event of death or divorce of the spouse currently listed.
  5. Changes from one flat, measured or message rate basic local service (including Area Plus service and Complete Choice service options) to another.
  6. Converting existing service to Lifeline.
  7. Changing telephone numbers or other changes (i.e., records correction, cutover) when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
  8. (DELETED)
  9. Requests for full or partial disconnection.
  10. Upgrades from Back-Up Line service to business individual line service.
  11. Requests to add Free (Extended Service Area) LUD.
  12. Requests to add Premium LUD within sixty (60) days of the effective date of an expanded local calling plan.
  13. Normal maintenance and repair of the Company's network and service.
  14. Services *found* in the Private Line Guidebook. (T)
  15. When equivalent service is established, for the move from a premises which has been destroyed or made untenable by a disaster such as a hurricane, tornado, fire, flood, etc., to the new/temporary location, or for the move back into the original location. Service Charges will apply when service is established or re-established for other than the displaced subscriber.
- B.** When a customer's request is provided:
1. In accordance with a promotional waiver, additional service subject to an equal or lesser Service Charge may be made a part of the same service order. Charges for Line Connection, Line Change, or Premises Work will apply, if applicable, for additional service.
  2. In accordance with the Service Charge Exceptions listed in A4.2.6.A, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order. (T)
- C.** Reserved For Future Use
- D.** Residential Secondary Service Charge Waiver (M)
- Secondary Service Charges will not apply in response to competitive situations for residence subscribers who order one or more of the services listed below: (M)
1. Custom Calling Services (M)
  2. Rotary Line Service (M)
  3. RingMaster Service (M)
  4. TouchStar Service (M)
  5. Designer Listings (M)
  6. Message Waiting Indication (M)
  7. Customized Code Restrictions (M)
  8. Voice Mail Calling Features Package (M)
  9. Privacy Manager Service (M)

**Page 3.1 is hereby deleted in its entirety and removed from this Guidebook.**

(N)



## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

#### A4.2.6 Service Charge Exceptions (Cont'd)

**D. Residential Secondary Service Charge Waiver**

Secondary Service Charges will not apply in response to competitive situations for residence subscribers who order one or more of the services listed below:

1. Custom Calling Services
2. Rotary Line Service
3. RingMaster Service
4. TouchStar Service
5. Designer Listings
6. Message Waiting Indication
7. Customized Code Restrictions
8. Voice Mail Calling Features Package
9. Privacy Manager Service

**E. Residential Online Service Connection Charge Waiver**

Service Connection Charges (such as the Line Connection Charge – First Line or Additional Line) may be waived for residential customers who order new local service or transfer service on att.com and who are in AT&T Southeast territory for local service. This waiver of charges is available on up to three (3) lines. The subscriber must purchase a minimum of AT&T local service and at least two (2) non-zero rated features or a package of local service containing in its price at least two (2) qualifying features.

**F. Residential Service Connection Charge Waiver**

Service Connection Charges (such as the Line Connection Charge – First Line or Additional Line) may be waived for residential customers. This waiver is valid for only one (1) service line at the intended local service address. The customer must place the order through an AT&T business office or outbound telemarketing vendor. This waiver is not valid for existing AT&T customers or out of region customers who are new to AT&T. Residential customers who are currently not subscribing to AT&T for local service may be eligible for this waiver. The customer must have at least one (1) wireline local service or equivalent (wireless in lieu of wireline) with a provider other than AT&T at a local service address within AT&T territory. The customer must request the qualifying service at the same address and in the same name as the existing service, unless the customer is planning an imminent move from an address in AT&T territory to another address within thirty (30) days of responding to this offer. In the case of an imminent move, AT&T may offer the customer the waiver of charges and place the order at the new address. The customer must not have had local service with AT&T within ten (10) days prior to the new service connection date.

**G. Residential Mobility-National Retail Service Connection Charge Waiver**

The Line Connection Charge may be waived for residential customers who order new local service (N Order) or move existing service (T Order) in a mobility store or national retail partner and also order a minimum of two (2) non-zero rated vertical features. To be eligible, customers must place their order in person at the retail location and select the Company as their local service provider. This offer may be combined with promotional offers for which the customer qualifies, unless specifically excluded. The Company reserves the right to prohibit the combination of this offer with any other offer at the Company's sole discretion and/or discontinue or modify this offer at any time without notice. Company employees are not eligible for this offer.

#### A4.2.7 Installment Billing

**A.** Service may be established in advance of payment of service charges. Installation and Service Charges may be paid in up to twelve monthly installments meeting or exceeding the minimum monthly payment shown as follows. If Installment Billing is requested on additional installation and Service Charges incurred while a balance is due, the additional charges will be treated as a separate Installment Billing arrangement. Late payment charges do not apply to installment billing charges that have not yet been billed.

1. Per Month, minimum

	Monthly Rate	USOC
(a) Residence	<b>\$5.00</b>	NA
(b) Business	<b>5.00</b>	NA

**B.** Installment billing is not available to resellers of local exchange service.

**A4. SERVICE CHARGES**

**A4.7 (DELETED)**

**A4.8 Reserved for Future Use**

(M)

**A4.9 Student Mass Sign Up Provision<sup>1</sup>**

(M)

**A4.9.1 General**

(M)

- A. When optional mass sign up procedures are agreed to and implemented by an institution of higher learning and the Company and these procedures are utilized by a student when establishing residence main telephone service in a dormitory provided or sponsored by the institution, a credit will be made to the student's account.

(M)

- 1. Credit

(M)

	<b>Credit Amount</b>	<b>USOC</b>	
(a) Credit, per main telephone service	<b>\$10.25</b>	<b>NA</b>	(M)

**A4.10 Reserved for Future Use**

(M)

**Note 1:** Student Mass Sign Up Provisions filed in compliance with Docket P-55, Sub 768.

(M)

**Pages 8 through 12 are hereby deleted in their entirety and removed from this Guidebook.**

(N)

## A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### A5.1 Construction Charges

#### A5.1.1 General

- A. Construction charges are applicable under certain conditions as hereinafter set forth and are in addition to other charges specified in this Guidebook.
- B. Construction charges are payable upon application for service or when billing is rendered as the Company, at its option, may require.
- C. Construction performed by the applicant, where authorized in this Guidebook, is subject to approval of the Company.
- D. The word "cost", when used in this section, means the in-plant cost consisting of labor, materials, supervision and other overhead expenses associated with the construction. Estimated cost will be used; however, where the subscriber requests, actual cost will be used where practicable.
- E. Except as otherwise provided herein, the *Terms and Conditions* in this Guidebook contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The applicant may be required to pay the additional costs involved where a different type of construction than that proposed by the Company is desired. (T)
- F. When attachments are made to poles of other companies in lieu of providing new pole line construction for which construction charges would be applicable under the provisions of this section, the attachment rental charges to the Company for such attachments may be assessed to the applicant(s) in whole or in part as the particular circumstances may warrant.
- G. When an applicant is so located that it is necessary to use private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the costs incurred in securing, clearing and retaining such right-of-way.

#### A5.1.2 Construction on Public Highways or Other Easements

##### A. Pole Line Construction

- 1. No construction charge is applicable for the provision of new pole line construction on public highways or other easements when such pole line is to be used in serving subscribers in general.
- 2. Except as provided preceding, when an applicant for service is located in territory where new pole line construction is required and the revenue is not expected to be sufficient to insure, within a reasonable time, an adequate return on the necessary investment, the Company will provide new pole line construction to the extent of two poles per subscriber to be served at no construction charge, provided said two poles are to be used for the purpose of carrying central office circuits. Poles in excess of such two poles per subscriber to be served are provided in one of the following methods:
  - a. The subscriber may pay the Company the cost of each pole provided.
    - (1) Ownership and maintenance of such pole is vested in the Company.

	Price	USOC
(a) Cost per pole	<b>\$10.00</b>	<b>NA</b>

- b. If agreed to in writing by both parties the subscriber, at his own expense, may furnish the portion of pole line and circuits from his station location to an agreed upon point of connection with the Company's system. The subscriber is required to maintain or bear the expense of maintaining his portion of the pole line and circuit and also to bear the expense of installing the station equipment. The station equipment will be maintained by the Company but maintenance expense incurred, because of the inaccessibility of the station or because of disrepair of the subscriber owned portion of the line, shall be borne by the subscriber.
- 3. Where poles are provided under paragraph 1, the Company will furnish and maintain the necessary circuits. Where poles are provided under paragraph 2.a., the Company will furnish and maintain the necessary circuits but the subscriber may be required to bear all or a part of the construction cost of the circuits where the revenue is not expected to be sufficient to insure, within a reasonable time, an adequate return on the necessary investment. (T)

##### B. Buried Construction

Where buried construction is furnished instead of pole line construction, at the expressed desire of the applicant, the principles applicable in A are followed and an allowance of 300 feet of buried construction will be made in lieu of the specified pole allowance. (T)

**A100. OBSOLETE SERVICE OFFERINGS - GENERAL**

**A100.1 General**

- A. Service offerings listed herein are classified as obsolete according to the following types, and each obsolete offering is designated by one of these types.

Type of Obsolescence	Effect on Existing Customers	Effect on New Customer Requests	Status of Equipment in this Category
Type 1	Additions to, rearrangements, changes or moves will be made contingent upon the availability of parts.	Offered for new installations only as available from existing stock.	No longer manufactured. Maintenance of Type 1 offerings will be provided contingent upon the availability of parts.
Type 2	Additions to, rearrangements, changes or moves of existing service at the same location (i.e., same building) will be made contingent upon the availability of parts. A move from one building to another is considered a new installation.	Not offered for new installations on and after the specified obsolete date.	Maintenance of Type 2 offerings will be provided contingent upon the availability of parts.
Type 3	Units in service on the specified date may be continued in service at the same location (i.e., same building) until such units are discontinued.	Not offered for new installations on and after the specified obsolete date.	No longer manufactured. Maintenance of Type 3 offerings will be provided contingent upon the availability of parts.
Type 4	Any other arrangement; specific provisions in each case being stated at the beginning of the text for the obsolete service offering affected.		

- B. Obsolete services are furnished subject to all the *terms and conditions* of the *Guidebook* the same as would be applicable if the service offering were not obsolete. (T)

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**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

**A103.1 Joint User Service**

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

**A103.1.1 Application, Terms and Conditions**

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

**A103.1.2 Rates**

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

	<b>Monthly Rate</b>	<b>USOC</b>	
1. Business Individual Line			
(a) Flat rate (non-rotary) - 25% of Business Individual Line	-	<b>JUF</b>	
(b) Flat rate (rotary) - 25% of Flat Rate Rotary Line	-	<b>JUL</b>	
(c) Message rate (non-rotary) - 25% of Business Individual Line Message Rate	-	<b>JUM</b>	
(d) Message rate (rotary) - 25% of Message Rate Rotary Line	-	<b>JUL</b>	
(e) Semipublic - 25% of Semipublic flat rate	-	<b>JUC</b>	(M)
2. PBX Service			(M)
(a) Commercial flat rate - 25% of Both-Way PBX Trunk Rate	-	<b>JUP</b>	(M)
(b) Commercial message rate - 25% of First PBX Trunk Rate	-	<b>JUR</b>	(M)
3. Hotel PBX Service			(M)
(a) Business - 25% of First Trunk Rate	-	<b>JUR</b>	(M)
(b) Permanent Guest or Tenant maintaining a residence in the hotel - 10% of First Trunk Rate	-	<b>JUS</b>	(M)

**A103.2 (DELETED)**

(M)

**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

(M1)

**A103.3 Monthly Exchange Rates**

(M2)

**A103.3.1 Reserved for Future Use**

(T)

**A103.3.2 Message Rate Service**

(M2)

(Obsolated 12/95 - 8/96, Type 4. ELS Message Rate service is not available to new customers. Customers already subscribing to this service may retain and add to existing service for as long as they remain at the same premises.)

(M2)

**A. Reserved For Future Use**

(M2)

**B. Rates**

(M2)

1. Business Monthly Rate

(M2)

See definitions of complex business and simple business in Section A1.

(M2)

	<b>Charlotte</b>	<b>Raleigh-Durham Airport</b>	<b>USOC</b>	
(a) Complex line	<b>\$46.00</b>	<b>\$46.00</b>	<b>PMBCB</b>	(M2)
(b) Simple Line	<b>46.00</b>	<b>46.00</b>	<b>PMBSB</b>	(M2)
(c) Combination Trunk	<b>53.00</b>	-	<b>TMWCX</b>	(M2)
(d) Outdial Trunk	<b>53.00</b>	-	<b>TMWOX</b>	(M2)
(e) ESSX/Digital ESSX Combination NAR <sup>1</sup>	<b>15.74</b>	-	<b>3WOCX</b>	(M2)
(f) ESSX/Digital ESSXOutgoing NAR <sup>1</sup>	<b>15.74</b>	-	<b>3WOOX</b>	(M2)
2. Message Allowance				(M2)
The monthly message allowance is 50 messages per line, trunk or NAR.				(M2)
3. Additional local messages				(M2)
(a) Each additional BSA message in excess of allowance		<b>Price</b>	<b>USOC</b>	
		<b>\$.12</b>	<b>NA</b>	(M2)
<b>Note 1:</b> See A3.11 for applications for Network Access Register (NAR) service.				(M2)

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) 4 of this section.

**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

**A103.3 Monthly Exchange Rates (Cont'd)**

(T)(M)

**A103.3.3 Expanded Service Area Usage Rates**

(M)

(Obsolated January 1, 2002, Type 4. These rates apply to Thrifty Caller<sup>1</sup> and Message Rate<sup>2</sup> Services. The application of the Expanded Service Area usage rates is subject to *Terms and Conditions* specified in this Guidebook for each of these services, respectively.)

(T)(M)

A. The following usage charges are applicable to originating calls for Thrifty Caller<sup>1</sup> and Message Rate<sup>2</sup> Services.

(M)

Distance Band	Distance in Miles	Per Call	Per Minute
-	Home Exchange <sup>1</sup>	\$0.01	\$0.02
A	0-10	\$0.03	\$0.05
B	11-16	\$0.03	\$0.07
C	17-22	\$0.04	\$0.08
D	23-30	\$0.05	\$0.09
E	31-40	\$0.07	\$0.12
F	41-55	\$0.09	\$0.14

(M)

(M)

(M)

(M)

(M)

(M)

(M)

B. For calls placed in the following listed time periods, discounted charges are applicable as described following:

(M)

TIME	DISCOUNT
All days 8:00 p.m. - 8:00 a.m.	50%
Saturdays, Sundays, and Holidays 8:00 a.m. - 8:00 p.m.	50%

(M)

(M)

C. A special fifty percent discount applies to the rates specified in A and B for individuals, agencies or businesses who qualify for reduced *AT&T* long distance rates for hearing or speech impaired persons. Rates for *the Company's* IntraLATA Long Distance Service can be found in North Carolina's Non-Regulated Services – Pricing publication.

(T)(M)

D. Rates for Hearing or Speech Impaired Persons

(M)

1. Rates for certain Expanded Service Area Usage are reduced for a residence or single-line business customer who meets the following requirements:

(M)

- a. The customer is certified to the Company as having a hearing or speech impairment that prevents telephone voice communication.
- b. The customer uses a telecommunications device for the deaf (TDD) or other non-voice equipment for telecommunications.
- c. The customer makes written application to the Company for the reduced Expanded Service Area Usage rates.
- d. The customer designates to the company one and only one telephone number associated with that customer's service and telecommunications device.
- e. The reduced rates specified in 4 apply for all TDD calls originated from the designated telephone number.

(M)

(M)

(M)

(M)

(T)(M)

2. Rates for certain Expanded Service Area Usage calls are reduced for an agency or business that assists or employs hearing or speech impaired persons under the following conditions:

(M)

- a. The agency or business provides non-voice telecommunications equipment (TDD) solely for the use of hearing of speech impaired persons or persons who communicate with hearing or speech impaired persons.
- b. The agency or business makes a one-time written application for eligibility to the Company for the reduced Expanded Service Area Usage rates.
- c. The reduced rates are given as a credit on a subsequent bill.
- d. The reduced rates specified in 4 apply for all calls placed between TDDs.

(M)

(M)

(M)

(T)(M)

**Note 1:** The home exchange usage rates as specified in A103.3.3.A apply only to Thrifty Caller Service.

(M)

**Note 2:** For Message Rate Service, the usage schedule will only apply to outgoing calls to the expanded local calling area points which are outside the Basic Local Calling area as defined in A3.5.2. The appropriate charges for calls within the customer's Basic Local Calling Area are specified in A3.3.2.

(M)

**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

**A103.3 Monthly Exchange Rates (Cont'd)**

(T)

(M1)

**A103.3.3 Expanded Service Area Usage Rates (Cont'd)**

(M2)

**D. Rates for Hearing or Speech Impaired Persons (Cont'd)**

(M2)

3. Rates for certain Expanded Service Area Usage calls are reduced for individuals equipped with TDDs for communicating with hearing or speech impaired persons under the following conditions:

(M2)

a. The customer uses a TDD or other non-voice equipment for communicating with other TDDs or non-voice equipment.

(M2)

b. The customer makes a one-time written application for eligibility to the Company for reduced Expanded Service Area Usage rates.

(M2)

c. The reduced rates are given as a credit on a subsequent bill.

(M2)

d. The reduced rates specified in 4 apply for all calls placed between TDDs.

(M2)

4. A qualified call receives an additional 50% discount over the Company's standard time of day rates (including normal discounts).

(M2)

**A103.3.4 Reserved for Future Use**

(T)

**A103.3.5 PreferredPack Plan**

(M2)

(Obsoleted January 27, 2009, Type 4. Not available for new installations, additions or on transfers of service to a new location. Customers may add or remove features within the package.)

(M2)

**A. Description of Service**

(M2)

1. The PreferredPack plan provides the features/services specified following and a flat rate access line with Touch-Tone capability.

(M2)

2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.5.2.

(M2)

3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:

(M2)

A13.9 Call Waiting ID, Three-Way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access

(M2)

A13.19 Caller ID, Call Return

(M2)

A13.47 Message Waiting Indication

(M2)

A13.70 Privacy Manager service

(M2)

**B. Terms, Conditions and Limitations of Service**

(T)(M2)

1. The PreferredPack plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A103.3.5.A.3.

(M2)

2. All *terms, conditions* and limitations specified in the Guidebook sections listed in A103.3.5.A.3 apply to the respective features/services requested as part of this package.

(T)(M2)

3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.

(M2)

4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing PreferredPack plan package by adding, deleting or changing features/services requested as part of the package.

(M2)

5. Existing customers of the PreferredPack plan cannot take advantage of special promotions for the PreferredPack plan or any of the features/services specified in A103.3.5.A.3 unless specifically allowed by the terms of the special promotion.

(M2)

6. The PreferredPack plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

(M2)

**C. Rates and Charges**

(M2)

1. The following monthly rates apply for the PreferredPack plan.

(M2)

	<b>Suspend Rate</b>	<b>Monthly Rate</b>	<b>USOC PAMA5</b>
(a) Per plan package	<b>\$6.50</b>	<b>\$47.00</b>	<b>PAMA5</b>

(M2)

**Pages 4.1 through 4.3 are hereby deleted in their entirety and removed from this Guidebook.**

(N)

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

M2 - Material appearing on this page previously appeared on page(s) 4.2 of this section.

**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

**A103.3 Monthly Exchange Rates (Cont'd)**

**A103.3.6 2 Pack Plan**

(Obsoleted January 27, 2009, Type 4. Not available for new installations, additions or on transfers of service to a new location. Customers may add or remove features within the package.)

**A. Description of Service**

1. The 2 Pack Plan provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.5.2.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
  - A13.9 Call Waiting ID, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
  - A13.19 Caller ID
  - A13.47 Message Waiting Indication

**B. Terms, Conditions and Limitations of Service**

1. The 2 Pack Plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A103.3.6.A.3, but the customer must select Call Waiting ID and Caller ID.
2. All *terms, conditions* and limitations specified in the sections listed in A103.3.6.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing 2 Pack Plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the 2 Pack Plan cannot take advantage of special promotions for the 2 Pack Plan or any of the features/services specified in A103.3.6.A.3, unless specifically allowed by the terms of the special promotion.
6. The 2 Pack Plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

**C. Rates and Charges**

1. The following monthly rates apply for the 2 Pack Plan.

	<b>Suspend Rate</b>	<b>Monthly Rate</b>	<b>USOC PAMA6</b>
(a) Per plan package	<b>\$6.50</b>	<b>\$40.00</b>	

**A103.4 Local Exceptions**

- A103.4.1 Reserved for Future Use**
- A103.4.2 Reserved for Future Use**
- A103.4.3 Reserved for Future Use**
- A103.4.4 Reserved for Future Use**
- A103.4.5 Reserved for Future Use**
- A103.4.6 Reserved for Future Use**
- A103.4.7 Reserved for Future Use**
- A103.4.8 Reserved for Future Use**
- A103.4.9 Reserved for Future Use**
- A103.4.10 Reserved for Future Use**

**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

**A103.4 Local Exceptions (Cont'd)**

**A103.4.11 Reserved for Future Use**

**A103.4.12 Residential Message Rate Service<sup>1</sup>**

(T)(M)

(Obsoleted 12/95 - 8/96, Type 4. ELS Message Rate service is not available to new customers. Customers already subscribing to this service may retain and add to existing service for as long as they remain at the same premises.)

(M)

**A. Application, Terms and Conditions**

(T)(M)

1. Residential Message Rate service is offered to residence customers served by the exchange central offices specified following where facilities and equipment are available.

(M)

<b>Exchange</b>	<b>Central Office</b>	
Acme	Main	(M)
Belmont	Central	(M)
Burgaw	Main	(M)
Carolina Beach	Central	(M)
Castle Hayne	Main	(M)
Charlotte	Caldwell, Carmel, Central Avenue, Mint Hill, Reid, South Boulevard, Thomasboro, University	(M)
Cherryville	Central	(M)
Denver	Main	(M)
Forest City	Central	(M)
Gastonia	South Street	(M)
Lincolnton	Vale	(M)
Locust	Main	(M)
Lumberton	Main	(M)
Maiden	Central	(M)
Mount Holly	Main	(M)
Rutherfordton	Central	(M)
Scotts Hill	Main	(M)
Shelby	Main	(M)
Southport	Central	(M)
Statesville	Jennings	(M)
Wilmington	Fourth Street, Leland	(M)
Wrightsville Beach	Main	(M)

2. All regular **guidebook** charges will apply as appropriate except for those Residential Message Rate service exceptions listed herein.

(T)(M)

3. Message Rate charges will not apply to calls to the Company Business Office, Repair Service, Directory Assistance or Emergency 911 Service. Regular Directory Assistance charges apply as specified in A3.8.

(M)

4. Subscribers to Residential Message Rate Service are regularly billed monthly in advance. BSA messages in excess of the monthly allowance are billed monthly in arrears. The allowance applies to all BSA originating calls except those subject to Operator Assisted Local Call charges as defined in A3.9. Local message allowance not used in one month is not credited to the subscriber's account for any other month of service.

(T)(M)

5. Residential Message Rate Service will not be provided in connection with the provision of Foreign Exchange or Foreign Central Office Services.

(M)

6. The Residential Message Rate Service local calling area is specified in A3.5.2. Calls to the basic service area (BSA) are rated as specified in A103.4.14.B.1.b. Calls to the expanded service area (ESA) are rated using the charges specified in A103.3.3.

(T)(M)

7. Residential Message Rate Service will not be available with rotary or line hunting service features.

**Note 1:** Customers whose service is transferred to a wire center not listed in this Section, but within the same exchange, due to service rearrangements or changes for Company reasons, may retain this service.

(T)(M)

**Page 6.1 is hereby deleted in its entirety and removed from this Guidebook.**

(N)

**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

**A103.4 Local Exceptions (Cont'd)**

**A103.4.12 Residential Message Rate Service<sup>1</sup> (Cont'd)**

(T)(M1)

**B. Rates and Charges**

(M1)

1. The following monthly rates are applicable to individual line Residential Message Rate service.

(M1)

a. Monthly rate<sup>2</sup>

(M1)

			Monthly Rate		USOC		
(1) Local Exceptions							(M1)
(a) Charlotte (See A3.4.25)			<b>\$26.00</b>		<b>PMR</b>		(M1)
(2) Other Exchange Rates			<b>Group</b>		<b>USOC</b>		(M1)
			<b>3</b>	<b>4</b>	<b>5</b>		
(a) Rate Groups 1 - 5			<b>\$26.00</b>	<b>\$26.00</b>	<b>\$26.00</b>	<b>PMR</b>	(M1)
	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>		
(b) Rate Groups 6 - 10	<b>\$26.00</b>	<b>\$26.00</b>	<b>\$26.00</b>	<b>\$26.00</b>	<b>\$26.00</b>	<b>PMR</b>	(M1)
b. Usage Rate							(M1)

(1) Basic Service Area (BSA) additional messages

(M1)

(a) For each message over 30 messages per month

**Rate**  
**\$ .15**      **USOC**  
**NA**

(M1)

**A103.4.13 Reserved for Future Use**

(M2)

**A103.4.14 Reserved for Future Use**

(T)(M2)

**A103.4.15 Reserved for Future Use**

**A103.4.16 Reserved for Future Use**

**A103.4.17 Reserved for Future Use**

**Note 1:** Customers whose service is transferred to a wire center not listed in this section, but within the same exchange, due to service rearrangements or changes for Company reasons, may retain this service.

(M2)

**Note 2:** Usage allowance included in monthly rate: 30 BSA messages.

(M2)

M1 - Material appearing in paragraph A103.4.12 on this page previously appeared in paragraph A103.4.14 on page 6.1 in this section.  
M2 - Material appearing on this page previously appeared on page(s) 6 and 6.1 of this section.

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## **A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

### **A103.4 Local Exceptions (Cont'd)**

**A103.4.18 Reserved for Future Use**

**A103.4.19 *BST Research Triangle Park***

(T)(M1)

(Obsolete June 23, 2004, Type 4.) Existing residence customers within the Cary exchange and the Cary RTP area and business customers that are not located within the Cary RTP with the (919) 319 prefix will be grandfathered as of June 23, 2004. These grandfathered customers may retain and add to existing service as long as they remain at the same premises. Should grandfathered customers move to another premises, they will incur a number change and will not retain the Cary RTP local calling area.

(M1)

**A103.4.20 Reserved for Future Use**

**A103.4.21 Reserved for Future Use**

**A103.4.22 Reserved for Future Use**

**A103.4.23 Reserved for Future Use**

(M2)

**A103.4.24 Reserved for Future Use**

(M2)

**A103.4.25 Reserved for Future Use**

(M2)



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**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

(DELETED)	(M1)
<b>A103.5 Reserved for Future Use</b>	(D)
<b>A103.6 Reserved for Future Use</b>	(M2)
<b>A103.7 Reserved for Future Use</b>	(M2)
<b>A103.8 Reserved for Future Use</b>	(M2)
<b>A103.9 Reserved for Future Use</b>	(M2)
<b>A103.10 Reserved for Future Use</b>	(M2)
<b>A103.11 Reserved for Future Use</b>	(M2)
<b>A103.12 Reserved for Future Use</b>	(M2)

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) 11.3 and 12 of this section.

**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE  
(DELETED)**

**A103.13 Expanded Local Service**

**A103.13.1 Reserved for Future Use**

**A103.13.2 Description**

- A. Thrifty Caller Service provides residence customers expanded area local service to the exchanges within the basic and expanded service areas specified in A3.5.2. All Thrifty Caller service calls are rated based on the usage schedule specified in A103.3.3. A fixed monthly charge is applicable for this calling option as specified in A103.13.5.A.

**A103.13.3 Reserved for Future Use**

**A103.13.4 Reserved for Future Use**

**A103.13.5 Rates and Charges**

- A. Thrifty Caller Service<sup>1</sup>
  - 1. The following monthly rates apply for the option selected without Inward Call Billing Service:  
(Obsoleted in accordance with the schedule specified in A3.1.2, Type 4. ELS Thrifty Caller service is not available to new customers. Customers already subscribing to this service may retain and add to existing service for as long as they remain at the same premises.)

	<b>Monthly Rate</b>	<b>USOC</b>
a. Individual Line Service		
(1) Each		
(a) Residence	<b>\$26.00</b>	<b>PCR</b>
(b) Simple Business	<b>23.00</b>	<b>PPB</b>
(c) Complex Business	<b>23.00</b>	<b>PCX</b>
b. Individual Line Rotary Line Service		
(1) Each		
(a) Residence	<b>1.40</b>	<b>HTGDR</b>
(b) Business	<b>3.85</b>	<b>HTGDB</b>
c. NAR Other service <sup>2,3</sup>		
(1) Each		
(a) Combination	<b>13.45</b>	<b>NM2CX</b>

- B. For obsoleted Message Rate Service, see A103.3.2 or A103.4.14

- Note 1:** All Thrifty Caller service calls are rated based on the usage schedule specified in A103.3.3.
- Note 2:** See A3.11 for applications for Network Access Register (NAR) service.
- Note 3:** Not applicable for MegaLink ISDN service.

**Page 10.1 is hereby deleted in its entirety and removed from this Guidebook.**

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) 12, 13 and 14 of this section.

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**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

**(DELETED)**

(D)

**A103.14 Reserved for Future Use**

(M)

**A103.15 Reserved for Future Use**

(M)

**A103.16 Reserved for Future Use**

(M)

**A103.17 Reserved for Future Use**

(M)

**A103.18 Reserved for Future Use**

(M)

**A103.19 Reserved for Future Use**

(M)

**A103.20 Reserved for Future Use**

(M)

**A103.21 Reserved for Future Use**

(M)

**A103.22 Reserved for Future Use**

(M)

**A103.23 Reserved for Future Use**

(M)

**A103.24 Reserved for Future Use**

(M)

**A103.25 Reserved for Future Use**

(M)

**A103.26 (DELETED)**

(M)

**Page 11.1 through 11.3 are hereby deleted in their entirety and removed from this Guidebook.**

(N)

**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

	(M1)
<b>A103.27 Reserved for Future Use</b>	(M2)
<b>A103.28 Reserved for Future Use</b>	(M2)
<b>A103.29 Outgoing Only Service</b>	(M2)
<b>A103.29.1 General</b>	(M2)
<b>A. Rates</b>	(M2)
(Obsoleted 12/95 - 8/96, Type 4. The following type services associated with Outgoing Only Service are not available to new customers. Customers already subscribing to this service may retain and add to existing service for as long as they remain at the same premises.)	(M2)
1. Business Individual Line, per line	(M2)
(a) ELS - Thrifty Caller Service	(M2)
	USOC
	RBH
<b>A103.30 Reserved for Future Use</b>	(M2)
<b>A103.31 Reserved for Future Use</b>	(M2)
<b>A103.32 Reserved for Future Use</b>	(M2)
<b>A103.33 Reserved for Future Use</b>	(M2)
<b>A103.34 Reserved for Future Use</b>	(M2)
<b>A103.35 Reserved for Future Use</b>	(M2)
<b>A103.36 Reserved for Future Use</b>	(M2)
<b>A103.37 Reserved for Future Use</b>	(M2)

M1 - Material previously appearing on this page now appears on page(s) 9 and 10 of this section.  
M2 - Material appearing on this page previously appeared on page(s) 16.1 and 17 of this section.

**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

(M1)

**A103.38 Back-Up Line**

(M2)

(Obsoleted 11-1-2011, Type D - Not available for new installations, additions to existing installations, or moves to a new location.)

(M2)

**A103.38.1 Terms, Conditions and Rates**

(T)(M2)

- A. Back-Up Line is an optional service which provides individual line business subscribers with an additional line for inward and outward calling. (M2)
- B. This service is only available to individual line business subscribers where facilities permit. Back-Up Line service cannot be used as the primary business line and must be located on the same premises as the associated business individual line. (M2)
- C. Each Back-Up Line has the same local calling area as the primary line or primary line hunt group with which it is associated. (M2)
- D. Each Back-Up Line can receive calls forwarded from one busy primary line or hunt group without incurring an additional charge for rotary line service. This overflow capability will be provided on the forwarding line. The addition of a Back-Up Line will not impact existing charges for rotary line service, e.g. if a customer has two primary lines with rotary line service and adds a Back-Up Line, two charges for rotary line service will continue to apply. (M2)
- E. Overflow capability from more than one primary line or hunt group to Back-Up Line service will be provided on the forwarding line at rates as specified for rotary line service in Section A13. When more than one primary line or hunt group overflows to the same Back-Up Line, an additional charge for rotary line service (BUL++) is incurred for each additional (excluding the first) primary line or hunt group that overflows to the same Back-Up Line. (M2)

**Monthly**

**Rate**

**USOC**

**BULRX**

- (a) Per additional line or group that overflows (See A13.8 for rotary line service rate) - (M2)
- F. If a customer subscribes to more than one Back-Up Line, these Back-Up Lines may be provisioned in a sequential hunting rotary group at no charge. Rotary line capability may not be provided from a Back-Up Line or group of Back-Up Lines to other lines on the same premises. Call Forward Busy Line provided at rates specified in Section A13, may be used to forward calls from Back-Up Lines to lines located on different premises (e.g., an afterhours answering arrangement). (M2)
- G. Back-Up Line service cannot be provisioned with circular hunting. (M2)
- H. Rotary line service charges will not apply to a hunt group comprised only of Back-Up Lines. For calls to hunt groups comprised only of Back-Up Lines, only one inward call usage charge (\$.05 per minute) will apply per call terminated on and completed to a Back-Up Line in that hunt group. (M2)
- I. A free directory listing is not furnished with Back-Up Line service. Listings may be purchased at the rates specified in A6. (T)(M2)
- J. Usage charges are applied to all incoming (e.g., long distance, expanded service area and basic service area) and outgoing calls associated with Back-Up Line service, as described in L, M and N, with the following exceptions: no usage charges apply to outgoing calls to the Company business office, Repair Service, Directory Assistance, or for 911 Emergency service. No Back-Up Line outward usage charges (\$.05 per minute) apply for calls made on a Back-Up Line to the expanded service area or for calls made to toll areas, but the regular expanded service area usage rates or long distance rates do apply for such calls (M2)
- K. The access line rate per Back-Up Line is as shown in 1. The access line rate per Back-Up Line for BellSouth Business Plus service customers is as shown in 2. (M2)

**Monthly**

**Rate**

**USOC**

- 1. Back-Up Line (M2)
  - (a) Each \$120.00 SBLLX (M2)
- 2. BellSouth Business Plus Back-Up Line (M2)
  - (a) Per Back-Up Line with BellSouth Business Plus service - Option1 primary line 120.00 SBLL1 (M2)
  - (b) Per Back-Up Line with BellSouth Business Plus service - Option 2 primary line 120.00 SBLL2 (M2)

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

M2 - Material appearing on this page previously appeared on page(s) 17 and 17.0.0.1 of this section.

**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

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

**A103.38.1 Terms, Conditions and Rates (Cont'd)**

	<b>Rate</b>	<b>USOC</b>	
<b>L.</b> The following usage charge applies to all completed inward calls which terminate on Back-Up Line service.			(M1)
1. Inward call usage charge <sup>1,2</sup>			(M2)
(a) Per minute or fraction thereof	<b>\$.05</b>	<b>NA</b>	(M2)
<b>M.</b> The following usage charge applies to completed outward calls which originate from Back-Up Line service and terminate in the basic service area specified in A3.5.			(M2)
1. Basic service area usage charge			(M2)
(a) Per minute of use or fraction thereof	<b>.05</b>	<b>NA</b>	(M2)
<b>N.</b> For completed outward calls which originate from Back-Up Line service and terminate in the expanded service area, the usage charges specified in A3.3.3 apply except for BellSouth Business Plus customers. For BellSouth Business Plus service customers, usage for calls in the expanded service area will be billed the appropriate BellSouth Business Plus service Option primary line usage rates charge as specified in A3.43.2 <sup>3</sup> . Local calling areas (basic service area and expanded service area) are specified in A3.5.			(M2)
<b>O.</b> For calls made outside the local calling area usage shall be billed as follows:			(M2)
1. Rates for calls terminating in exchanges outside the customer's local calling area and carried via <i>the Company's</i> IntraLATA Long Distance Service can be found in North Carolina's Non-Regulated Services – Pricing publication.			(T)(M2)
2. For BellSouth Business Plus customers, calls terminating in exchanges outside the local calling area will be billed the appropriate Option primary line usage rate charges as specified in A3.43.2.			(M2)
<b>P.</b> Local Usage Detail (LUD) is available for Back-Up Line service on the same basis as for the primary line. LUD provides detail only on completed sent-paid outward calls. Detail on inward call usage is not available. See A3.22 for rates and charges. Charges for LUD are in addition to Back-Up Line usage charges.			(M2)
<b>Q.</b> Back-Up Line service outward usage charges (\$.05 per minute) do not apply to any operator assisted call originated on a Back-Up Line.			(M2)
<b>Note 1:</b> Message rate and measured service primary lines will be billed normal usage charges for calls which overflow to a Back-Up Line. These usage charges are in addition to the Back-Up Line inward call usage charge.			(M2)
<b>Note 2:</b> Inward call usage charges apply to the Back-Up Line customer. Regular usage charges for the call, such as expanded local usage rates or long distance rates, apply to the calling party as appropriate.			(M2)
<b>Note 3:</b> No minute allowance is available for BellSouth Business Plus service on Back-Up Line service.			(M2)

M1 - Material previously appearing on this page now appears on page(s) 10 of this section.  
M2 - Material appearing on this page previously appeared on page(s) 17.0.0.2 of this section.

**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

**A103.39 Reserved for Future Use** (M)

**A103.40 Reserved for Future Use** (M)

**A103.41 Complete Choice Service** (M)

(Obsoleted February 19, 2009 Type D) Not available for new installations, additions, or on transfers of service to new location. Customers may add or remove features within the package. (M)

**A103.41.1 General** (M)

- A. Complete Choice service provides the features specified following and an exchange service access line. The line includes Touch-Tone capability. (M)
- B. The rate specified herein entitles a residence subscriber to unlimited flat rate calling to all access lines within the basic service area defined in A3.5, and usage based calling to all access lines within the expanded service area defined in A3.5. Usage rates specified in A3.3.3 apply for calls to the expanded service area. (M)
- C. The rates specified herein also entitle a residence subscriber to unlimited use of the services/features specified in the following sections: (M)
  - A13.9 Custom Calling Services (M)
  - A13.19 TouchStar Service (M)
  - A13.20 Customized Code Restriction (M)
  - A13.34 RingMaster Service (M)
  - A13.47 Message Waiting Indication (M)
  - A12.16.2.A Call Hold and Call Pickup only (Prestige communications service (PCS) limitations do not apply) (M)

A subscriber may select an unlimited number of compatible services or features from the sections listed above. All **Terms, Conditions** and limitations specified in the sections listed (except as indicated above) apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services or features requested as part of this service. (T)(M)

- D. Residence customers may also subscribe to the Two-Line Plan or the Three-Line Plan for Complete Choice service. Both plans offer rotary line service as specified in A13.8 at no additional charge in addition to the features listed in C. All services/features specified as available with Complete Choice service are available with each line of a multi-line package. The subscriber may select different services/features for each line in the package. All lines in each multi-line package must be billed to the same account and located at the same premises. (T)(M)
- E. Service charges specified in Section A4 do not apply for conversion of an existing line to/from Complete Choice service. (M)
- F. Existing customers of Complete Choice service may not take advantage of any special promotion for Complete Choice service or Area Plus service with the Complete Choice option or any of the services or features specified in D, unless specifically allowed by the terms of the special promotion.
- G. Upon customer request, temporary suspension of this service will be provided as specified in A2.3.16 at the rates specified following. (M)

**A103.41.2 Rates and Charges** (M)

A. The following monthly rates apply for Complete Choice service. (M)

	<b>Suspend Rate</b>	<b>Monthly Rate</b>	<b>USOC</b>	
1. Residence individual line service				(M)
(a) Per line (USOCs VRO and the VSB must both be used to provide this service.)	<b>\$ 6.50</b>	<b>\$ 47.00</b>	<b>NA</b>	(M)
(b) Per Two-Line Plan package or Credit for two individual lines qualifying as Two-Line Plan package	<b>13.00</b>	<b>80.95</b> <b>-13.05</b>	<b>CCML2</b> <b>CRD2C</b>	(M)
(c) Per Three-Line Plan package	<b>19.50</b>	<b>101.95</b>	<b>CCML3</b>	(M)
2. Residence individual line service for Area Plus services.				(M)
(a) Per line with the Complete Choice option (USOCs ACO and the VSB must both be used to provide this service.)	<b>10.00</b>	<b>58.00</b>	<b>NA</b>	(M)
(b) Per Two-Line Plan package with the Complete Choice option or Credit for two individual lines qualifying as Two-Line Plan package	<b>20.00</b>	<b>96.95</b> <b>-19.05</b>	<b>ACML2</b> <b>CRD2A</b>	(M)
(c) Per Three-Line Plan package with the Complete Choice option	<b>30.00</b>	<b>129.95</b>	<b>ACML3</b>	(M)

**A103.42 Reserved For Future Use** (M)

## A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

(M1)

### A103.43 BellSouth Business Plus Service

(M2)

(Obsoleted 6-15-2007, Type 4 - Not available for new installations, additions to existing installations, or moves to a new location. Existing customers may not change to a different BellSouth Business Plus service option, however, they may convert to a Complete Choice for Business package that includes BellSouth Business Plus service.)

(M2)

#### A103.43.1 Plan Descriptions

(M2)

##### A. BellSouth Business Plus Service

(M2)

1. BellSouth Business Plus service is offered as a business individual line service where facilities and equipment are available. (M2)
2. BellSouth Business Plus service allows the business customer to choose between two LATA-wide<sup>1</sup> calling options: (M2)
  - a. Option 1 - Monthly rated plan which provides free calling within the LATA up to 120 hours (7200 minutes). Usage exceeding 120 hours is billed at the usage rate specified in A103.43.2. This option treats all usage within the LATA uniformly and does not differentiate between the basic service area, the expanded service area or other exchanges in the LATA. (T)(M2)
  - b. Option 2 - Combination rated plan which provides for unlimited usage within the basic service area for a flat monthly charge, and applies a usage rate specified in A103.43.2 for each minute of use for all other calling within the LATA. (T)(M2)
3. The option chosen by the BellSouth Business Plus service subscribers will apply to each of their lines. (M2)
4. Customers may subscribe to either the standalone BellSouth Business Plus service offering or to the BellSouth Business Choice package (See A103.44) which includes a BellSouth Business Plus service line option or to the BellSouth Complete Choice for Business package (See A103.45) which includes a BellSouth Business Plus service Option 2 line. If BellSouth Business Plus service is subscribed to, the rates of A103.43.2 are applicable. If BellSouth Business Choice Package or Complete Choice for Business package is subscribed to, the rates of A103.44.2 or A103.45.2, respectively, are applicable. All of the *terms, conditions* and limitations specified for each offering will apply to the respective services and features. (T)(M2)
5. Usage rates specified for this service apply only for calls originated from a line equipped with BellSouth Business Plus service. BellSouth Business Plus service (Option 1 and Option 2) usage charges apply to all 0+ and 0- calls originated from a line equipped with BellSouth Business Plus service and terminating within the LATA. For Option 1, every minute of 0+ and 0- usage is rated, therefore this usage is not counted against the 120 hour usage threshold. The appropriate operator services surcharges will also be charged in accordance with the rules and conditions of A.3.9. (M2)
6. BellSouth Business Plus service Option 2 service customers may subscribe to Local Usage Detail for billable usage. There is no charge for the Local Usage Detail. (M2)
7. Method of Determining Monthly Usage Charges (M2)
  - a. Usage is determined for each call based on minutes or fraction thereof, with minimum call duration of one minute. This value is then multiplied by the rate per minute for the rate option selected by the customer. The resultant amount is truncated to whole cents for each call. The amount of usage billed to the customer is subject to paragraphs b and c. (M2)
  - b. For Option 1, usage above the first 120 hours (7,200 minutes) of usage within the entire LATA and all 0+ and 0- usage within the LATA is billed to the customer. (M2)
  - c. For Option 2, usage outside the Basic Service Area but within the LATA and all 0+ and 0- usage within the LATA is subject to the billing as described in paragraph a. (M2)

**Note 1:** For a list of all exchanges in each LATA, see A3.5.3. (M2)

**Page 16.1 is hereby deleted in its entirety and removed from this Guidebook.**

(N)

M1 - Material previously appearing on this page now appears on page(s) 11 of this section.

M2 - Material appearing on this page previously appeared on page(s) 17.0.2 and 17.1 of this section.



**A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**

(M1)

**A103.43 BellSouth Business Plus Service (Cont'd)**

(M2)

**A103.43.2 Exchange Access Line Rates**

(M2)

**A. Individual Line Service**

(M2)

	<b>Monthly Rate</b>	<b>Rate per Minute of Use</b>	<b>USOC</b>	
1. BellSouth Business Plus service - Option 1				(M2)
(a) Each line	<b>\$115.00</b>	-	<b>BV1</b>	(M2)
(b) Each minute of use within the LATA above 120 hours (7,200 minutes) per month	-	<b>\$.05</b>	<b>NA</b>	(M2)
2. BellSouth Business Plus service - Option 2				(M2)
(a) Each line	<b>87.00</b>	-	<b>BV2</b>	(M2)
(b) Each minute of use within the LATA that is both outside the Basic Service Area and not shorter than or equal to 16 miles in the Expanded Service Area	-	<b>.06</b>	<b>NA</b>	(M2)
(c) Each minute of use 1 - 16 miles in the Expanded Service Area	-	<b>.00</b>	<b>NA</b>	(M2)

**A103.43.3 Service Charges**

(M2)

- A.** The service charges specified in Section A4 are applicable for the installations of new lines at the subscriber's premises. These charges are not applicable for existing customers who wish to convert an existing line to BellSouth Business Plus service. (M2)
- B.** Service charges do not apply for transactions which only involve additions, deletions or changes to the services or features requested with BellSouth Business Plus service as part of a BellSouth Business Choice package or a BellSouth Complete Choice for Business package. (M2)

**Pages 17.0.0.1 through 17.1 are hereby deleted in their entirety and removed from this Guidebook.**

(N)

M1 - Material previously appearing on this page now appears on page(s) 12 and 13 of this section.

M2 - Material appearing on this page previously appeared on page(s) 17.1 of this section.

**A103. OBSOLETE SERVICE OFFERINGS – BASIC LOCAL EXCHANGE SERVICE**

**A103.44 BellSouth Business Choice Package**

(Obsoleted 11-18-99, Type 3, Units in service on the specified date may be continued in service at the same location (i.e., same building) until such units are discontinued.)

**A103.44.1 General**

- A. BellSouth Business Choice packages are offered where facilities and equipment are available.
- B. BellSouth Business Choice packages are offered to business subscribers and consist of a BellSouth Business Plus service line, touch-tone service and a choice of up to five selected calling features per line. BellSouth Business Choice packages are available only in conjunction with BellSouth Business Plus service Options 1 and 2 as described in A3.43. The calling feature choices are listed in D. (T)
- C. The BellSouth Business Plus service option chosen by the subscriber will apply to each line on the same account. BellSouth Business Plus service options may not be mixed on the same account.
- D. For each line, the BellSouth Business Choice package service also provides the subscriber with up to five compatible services and features from the following list. All of the *terms, conditions* and limitations specified in Section A13 apply to the respective services and features requested as part of this service. The calling features chosen may vary from line to line in a BellSouth Business Choice package line grouping. (T)

**Calling Features**

1.	Call Forward Busy Line	USOC
2.	Call Forward Don't Answer	GCE
3.	Call Forward Don't Answer Ring Control	GCJ
4.	Call Forward Variable	GCJRC
5.	(DELETED)	ESM
6.	Call Waiting	ESX
7.	(DELETED)	
8.	Speed Calling 30	ESF
9.	Three Way Calling	ESC
10.	Message Waiting Indicator - Audible	MWW
11.	Message Waiting Indicator - Visual	MWWAV
12.	Call Return	NSS
13.	Call Block	NSY
14.	Call Tracing	NST
15.	Repeat Dialing	NSQ
16.	Call Selector	NSK
17.	Preferred Call Forwarding	NCE
18.	RingMaster I	DRS
19.	RingMaster II	DRS1X
20.	Remote Access Call Forwarding	GCZ
21.	Three Way Calling with Transfer	ESCWT

- E. When more than five calling features are subscribed to in one BellSouth Business Choice package, five calling features are applied to the BellSouth Business Choice package limit.
- F. Usage rating for the appropriate BellSouth Business Plus service line option associated with BellSouth Business Choice package, is as described in A103.43. (T)

**A103. OBSOLETE SERVICE OFFERINGS – BASIC LOCAL EXCHANGE SERVICE**

**A103.44 BellSouth Business Choice Package (Cont'd)** (T)

**A103.44.2 Rates** (T)

**A. Package Service**

	<b>Monthly Rate</b>	<b>USOC</b>	
1. BellSouth Business Choice Package Option 1 which includes BellSouth Business Plus service Calling Plan 1			(T)
(a) Each package	<b>\$77.95</b>	<b>BC1</b>	
2. BellSouth Business Choice Package Option 2 which includes BellSouth Business Plus service Calling Plan 2			(T)
(a) Each package	<b>53.95</b>	<b>BC2</b>	

**A103.44.3 Service Charges**

- A.** The service order charges specified in Section A4 are applicable for the installations of new lines at the subscriber's premises. These charges are not applicable for existing customers who wish to move from an existing line to a BellSouth Business Plus service Calling Plan or a BellSouth Business Choice Package. (T)
- B.** Service charges do not apply for transactions which only involve additions, deletions or changes to the service or features requested as part of BellSouth Business Plus service with BellSouth Business Choice Package service. (T)

**A103.44.4 Multi-Package Discount Plan**

- A.** The Multi-Package Discount Plan provides eligible BellSouth Business Choice Package customers reduced monthly package rates based upon the number of BellSouth Business Choice Packages subscribed to. (T)
- B.** Eligibility for the discounts is based upon the following parameters:
  - 1. A minimum purchase of two BellSouth Business Choice Packages is required. (T)
  - 2. The BellSouth Business Choice Packages must be provisioned to a single customer at a single location. (T)
  - 3. Only the lines at the customer location that are in a hunting arrangement are eligible. The number of Discount Eligible Packages equals the number of lines in hunt.
- C.** Discounts range from \$4.00 to \$64.00, depending upon the number of Discount Eligible Packages. (T)

<b>Discount Eligible Packages</b>	<b>Total Discount</b>	<b>USOC</b>	
(a) 1 package	-	<b>NA</b>	
(b) 2 packages	<b>\$ 4.00</b>	<b>MDPO2</b>	
(c) 3 packages	<b>9.00</b>	<b>MDPO3</b>	
(d) 4 packages	<b>16.00</b>	<b>MDPO4</b>	
(e) 5 packages	<b>25.00</b>	<b>MDPO5</b>	
(f) 6 packages	<b>36.00</b>	<b>MDPO6</b>	
(g) 7 packages	<b>49.00</b>	<b>MDPO7</b>	
(h) 8 or more packages	<b>64.00</b>	<b>MDPO8</b>	

**A103. OBSOLETE SERVICE OFFERINGS – BASIC LOCAL EXCHANGE SERVICE**

**A103.45 Complete Choice For Business Package**

(Obsolete 1-31-14 – Not available for new installations, moves to new locations, or for new Term Plan subscriptions. Existing customers at existing locations may make changes to add or remove services.)

(Option 1 and Option 2, which includes BellSouth Business Plus service Option 1 or 2, obsoleted 9-1-11, Type B – Not available for new installations, additions or on transfers of service to new location.)

**A103.45.1 General**

- A. Complete Choice for Business packages are offered where facilities and equipment are available.
- B. Complete Choice for Business packages are offered to business subscribers and consist of a line, touch-tone service, calling features, listings and rotary line service (for packages of three or more lines).
- C. The line component of these packages is business flat rate service or BellSouth Business Plus service Option 1 or Option 2. All of the *terms, conditions* and limitations specified for business flat rate service in Section A3 or for BellSouth Business Plus service in A103.43 apply for these lines when provided as part of a Complete Choice for Business package. Usage rating for BellSouth Business Plus service as described in A103.43.2.A applies for such lines when provided as part of a Complete Choice for Business package. (T)
- D. The calling features associated with this plan are listed below. For each line, the Complete Choice for Business packages also provide the subscriber an unlimited number of compatible calling features from the following list. All of the *terms, conditions* and limitations specified in Section A13 apply to the respective services and features requested as part of this service. The calling features chosen may vary from line to line in multiple line packages. (T)

**Calling Features**

Call Forward Busy Line	USOC
Call Forward Don't Answer	GCE
Call Forward Don't Answer Ring Control	GCJ
Call Forward Variable	GCJRC
Call Waiting	ESM
Speed Calling 30	ESX
Three Way Calling	ESF
Message Waiting Indicator - Audible	ESC
Message Waiting Indicator - Visual	MWW
Call Return	MWWAV
Call Block	NSS
Call Tracing	NSY
Repeat Dialing	NST
Call Selector	NSQ
Preferred Call Forwarding	NSK
RingMaster I	NCE
RingMaster II	DRS
Remote Access Call Forwarding	DRSIX
Three Way Calling with Transfer	GCZ
Caller ID Number Delivery	ESCWT
Enhanced Caller ID with Call Management, with Anonymous Call Rejection (ACR)	NSD
Enhanced Caller ID with Call Management, with ACR and Call Forwarding Don't Answer	N1ACR
Enhanced Caller ID with ACR	NCACR
Caller ID Name and Number Delivery with ACR	NXECR
Caller ID Name and Number Delivery – Multiline Hunt Group	NXMCR
Star 98 Access	NXMMN
Surrogate Client Number	S98AF
	SMV

- E. A foreign listing per line and an additional listing per line are each available at no additional charge as part of these packages. All of the *terms, conditions* and limitations specified in Section A6 apply to the respective listings provided as part of this service. (T)
- F. Rotary line service for each line is also available as part of Complete Choice for Business packages containing three or more lines. The maximum allowed number of lines in rotary is one less than the number of lines in the package (e.g. for a 7-line package, a maximum of six lines in rotary is allowed). All of the *terms, conditions* and limitations specified in A13.8 apply for rotary line service provided as part of this service. (T)