

**TARIFF DISTRIBUTION**

FILE PACKAGE NO.: NC-16-0053

DATE: October 16, 2016

STATE: NORTH CAROLINA

EFFECTIVE DATE: 10/14/2016

TYPE OF DISTRIBUTION: Approved

PURPOSE: NC GB Cleanup A017, A019, A020, A022-A025, A028, A029,  
A117, A119, A120, A124, A125, A129

<b><u>TARIFF SECTION</u></b>	<b><u>PAGE NUMBER</u></b>	<b><u>PAGE REVISION</u></b>
G017	1	0001
G019	1	0001
G020	1	0001
G022	1	0001
G023	1	0001
G023	2	0001
G023	3	0001
G023	4	0001
G023	5	0001
G023	6	0001
G023	7	0001
G023	8	0001
G024	1	0001
G024	2	0001
G024	3	0002
G024	4	0002
G024	5	0001
G024	6	0001
G024	7	0001
G024	8	0001
G024	9	0001
G024	10	0001
G024	11	0001
G024	12	0001
G024	13	0001
G024	14	0001
G024	15	0001
G024	16	0004
G024	17	0003
G024	18	0003

G025	1	0001
G028	1	0001
G029	1	0002
G029	2	0002
G029	3	0001
G029	4	0001
G029	5	0001
G029	6	0001
G029	7	0002
G029	8	0001
G029	9	0001
G029	10	0001
G029	11	0001
G029	12	0001
G029	13	0001
G029	14	0001
G117	1	0001
G119	1	0001
G120	1	0004
G122	1	0001
G122	2	0001
G122	3	0001
G124	1	0001
G124	2	0001
G124	3	0001
G124	4	0001
G124	5	0001
G124	6	0001
G124	7	0001
G124	8	0001
G124	9	0002
G124	10	0001
G124	11	0001
G124	12	0001
G124	13	0001
G124	17	0001
G124	18	0001
G125	1	0001
G125	2	0001
G129	1	0001
G129	2	0001
G129	3	0001
G129	4	0002
G129	5	0002
G117 Cont. (pg)	1	0001
G120 Cont. (pg)	1	0001

G124 Cont. (pg)	1	0001
G125 Cont. (pg)	1	0001
G129 Cont. (pg)	1	0003
G17 Cont. (pg)	1	0001
G20 Cont. (pg)	1	0001
G22 Cont. (pg)	1	0001
G23 Cont. (pg)	1	0001
G24 Cont. (pg)	1	0001
G25 Cont. (pg)	1	0001
G28 Cont. (pg)	1	0001
G29 Cont. (pg)	1	0005

---

**A17. RESERVED FOR FUTURE USE**

(T)

CONTENTS

(D)

---

**A17. RESERVED FOR FUTURE USE**

(T)

(D)

**Pages 2 through 4 are hereby deleted in their entirety and removed from this Guidebook**

(N)

---

**A19. (DELETED)****CANCELLATION PAGE <sup>1</sup>**

The following *guidebook* pages are cancelled as of *December 1, 2005*.

(T)

Future revisions of these pages will be Original Pages.

Eighth Revised Page 1.1  
Third Revised Page 1.2  
Ninth Revised Page 2  
Seventh Revised Page 2.1  
Tenth Revised Page 3  
Sixteenth Revised Page 4  
Ninth Revised Page 4.0.1  
Fifteenth Revised Page 4.1  
Eighth Revised Page 4.2  
Fourteenth Revised Page 5  
Eleventh Revised Page 6  
Sixth Revised Page 7  
Second Revised Page 7.1  
Fifth Revised Page 8  
Original Page 8.1  
Fifth Revised Page 9  
Tenth Revised Page 10  
Eighth Revised Page 11  
Sixth Revised Page 12

**Note 1:** This page is part of a complete reissue of Section A19 in compliance with S814.

**A20. OPTIONAL CALLING PLANS**

CONTENTS

<b>A20.1</b>	<b><i>MetroConnection Plan – MetroDiscount Service (Obsoleted, See Section A120)</i></b>	1	(T)
			(D)

---

## **A20. OPTIONAL CALLING PLANS**

### ***A20.1 MetroConnection Plan – MetroDiscount Service (Obsoleted, See Section A120)***

(T)

**Pages 2 through 11 are hereby deleted in their entirety and removed from this Guidebook**

(N)



## **A22. CUSTOMER PAYMENT PLANS**

### CONTENTS

<b>A22.1 (DELETED)</b>	1	
<b>A22.2 (DELETED)</b>	<i>1</i>	(T)
<b>A22.3 ESSX Term Payment Plan (Obsoleted, See Section A122)</b>	<i>1</i>	(T)

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

(N)

**A22. CUSTOMER PAYMENT PLANS**

**A22.1 (DELETED)**

**A22.2 (DELETED)**

(M)

**A22.3 ESSX Term Payment Plan (Obsoleted, See Section A122)**

(M)

**Pages 2 through 16 are hereby deleted in their entirety and removed from this Guidebook**

(N)

---

## A23. SHARING AND RESALE

### CONTENTS

<b>A23.1</b>	<b>Sharing and Resale of Telephone Services</b>	<b>1</b>	
A23.1.1	General	1	
A23.1.2	Conditions for Sharing and Resale	2	(T)
A23.1.3	Rates and Charges	3	(T)
A23.1.4	Definitions	8	(T)

---

## A23. SHARING AND RESALE

### A23.1 Sharing and Resale of Telephone Services

#### A23.1.1 General

- A. In general, subscriber service as set forth in Section A2 is furnished for the exclusive use of the subscriber, employees, agents, representatives or members of the subscriber's domestic establishment. Resale by subscribers certified by the North Carolina Utilities Commission as competitive local providers is permitted as specified in A2.2.1. Sharing and Resale of telephone services by subscribers certified by the North Carolina Utilities Commission as Shared Tenant Service (STS) providers are permitted as specified following. (T)
1. Sharing and Resale of Telephone Services are permitted as set forth in Chapter 14 of the North Carolina Utilities Commission (NCUC) Rules and Regulations and under the conditions specified in this *Guidebook* only when service is extended to parties who would ordinarily be business customers. (T)
  2. Sharing of Telephone Services is permitted as set forth in Chapter 14 of the NCUC Rules and Regulations and under the conditions specified in this *Guidebook* when the service is extended only to patrons of hospitals, nursing homes, rest homes or licensed retirement centers, to members of clubs, to students living in quarters furnished by educational institutions, or to persons temporarily subleasing a residential premises. These patrons will be collectively referred to as the "exception group" in this Section. End-users in the exception group must occupy the same continuous premises and no separate charge can be made to them for local exchange service. If service is extended to the end user by the provider at no charge, then the arrangement is considered to be sharing. (T)
  3. Sharing and Resale of Telephone Services provided to a nonprofit college or university and its affiliated medical centers are permitted as set forth in Chapter 14A of the NCUC Rules and Regulations and under conditions specified in this *Guidebook*. Telephone services may be extended to students or guests housed in quarters furnished by the institution, patrons of hospitals or medical centers of the institution, or persons or businesses providing educational, research, professional, consulting, food, or other support services directly to or for the institution, its students or guests. A provider as specified in this paragraph who receives Community Caller Plus local exchange service from the Company for resale purposes may only charge his end-users flat monthly rates for basic service area local exchange service. Further, a provider as specified in this paragraph may not charge rates for long distance service which exceed the current AT&T MTS rates. (T)
- B. The administrative charge specified in A23.1.3.C.14 does not apply to subscribers who extend local exchange service only to the exception group nor to subscribers who are excluded from public utility status through compliance with conditions of G.S.62-110(d) and G.S.62-3(23)g., i.e. subscribers who extend local exchange service only to patrons of hotels and motels or to occupants of time-share or condominium complexes serving primarily transient tenants. (T)
- C. Rates specified in A23.1.3.B through A23.1.3.C.11 apply for 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. Time-share or condominium complexes are considered to serve primarily transient tenants when greater than 50 percent of the units are occupied by persons who occupy those units for less than three months during a twelve month period. (T)
- D. Customers who are subject to the measured rates as specified in this Section may subscribe to Community Caller Plus service for administrative use only. To obtain Community Caller Plus service for administrative use, the customer must provide the Company an affidavit stating that the Community Caller Plus service will be used only for administrative traffic and that sharing or resale clients will not have access to the Community Caller Plus facilities except as specified in this Section.
- E. Intercom calling among end-users shall be permitted without restriction.
- F. The local calling areas specified in A3.5 apply for local services provided to Sharing and Resale providers.
- G. Sharing and resale providers who currently subscribe to Thrifty Caller service (see A103) may retain Thrifty Caller service or convert to Sharing/Resale Expanded Local Measured service. On or about August 3, 1999, any STS provider remaining on Thrifty Caller service will be converted to regular STS service to standardize the STS offering.

## A23. SHARING AND RESALE

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

#### A23.1.2 Conditions for Sharing and Resale

- A. Sharing and resale as allowed under Chapter 14 of the NCUC Rules and Regulations are permitted within the confines of specifically identified continuous property areas, under common ownership or management, not separated by property owned or managed by others. Property will be considered continuous even if intersected by a public thoroughfare if, absent the thoroughfare, the property would be continuous. The designated sharing or resale service area must be wholly within the confines of existing wire centers and/or exchange boundaries. The sharing or resale area for a nonprofit college or university and its affiliated medical centers as allowed under Chapter 14A of the NCUC Rules and Regulations may include contiguous premises owned or leased by the institution and noncontiguous premises owned or leased exclusively by the institution. However, the conditions for connecting authorized noncontiguous premises are the same as the conditions specified in paragraph E.(T)(M1)
- B. With the exception of subscribers providing service only to the exception group and to subscribers who are excluded from public utility status through compliance with conditions of G.S.62-110(d) and G.S. 62-3(23)g., i.e. subscribers who extend local exchange service only to patrons of hotels or motels or to occupants of time-share or condominium complexes serving primarily transient tenants, subscribers desiring to resell or share Company provided telephone services must provide the Company a written description of the intended size and scope of the project and an anticipated development plan in terms of new building construction and/or projected growth. Every provider who is not exempt from certification will provide a copy to the Company of the certificate specified in the NCUC Rules and Regulations.(M1)
- C. The Company maintains the right to serve directly any end-user within the identified resale service area. With one exception, when a sharing or resale client requests local service from the Company as well as the reseller, the Company will provide only measured local exchange service to the sharing or resale client. The exception allows a sharing or resale client to subscribe to flat rate service from the Company when the sharing or resale provider is authorized to use flat rate service for sharing or resale purposes.
- D. To fulfill the Company's obligation to provide local exchange service to the premises of all customer entities within a franchised area, including individual subscribers within a resale service area, the Company must be permitted to install and maintain its own facilities within the resale service area to reach the premises of each individual subscriber. Resale service will only be established if such access is provided to the Company free of charge.
- E. The Company shall be the only source of access lines or trunks connecting resold or shared service to the telephone network. Interconnection of end-users of different providers or between end-users of the same provider not occupying the same continuous premises must be through the Company or certified long distance carrier.
- F. Local service resellers are prohibited from establishing private or dedicated facilities to another resale or sharing location. Access to an interexchange carrier's point of presence is limited to facilities provided by the Company. Conditions and limitations restricting the resale or sharing of Foreign Exchange Service, Tie Line Circuits, and all private line services apply. A local service reseller who is also certificated to serve as a long distance reseller must adhere to all rules and regulations applicable to other certificated long distance resellers.
- G. As permitted under Chapter 14 of the NCUC Rules and Regulations, sharing and resale of local service will be provided on a measured service basis. Sharing or resale of local service will be provided on a flat rate basis when the shared service is extended only to end-users in the exception group as specified in A23.1.1.A.2 and Chapter 14 of the NCUC Rules and Regulations or when shared or resold service is provided to a nonprofit college or university and its affiliated medical centers as specified in A23.1.1.A.3 and Chapter 14A of the NCUC Rules and Regulations.(T)
- H. Local service resellers are required to secure adequate local exchange trunks to ensure an adequate quality of service as specified in the NCUC Rules and Regulations.
- I. All rates and charges in connection with the sharing and resale operation and all repairs and rearrangements behind and including the reseller's communication switch will be the responsibility of the customer of record. The provider will be the single point of contact for all client services provided in connection with the Sharing and Resale of Telephone Services.
- J. A provider shall have a written contract with each end-user, with the exclusion of the exception group, as specified in Chapter 14 and Chapter 14A of the NCUC Rules and Regulations.(M2)

M1 - Material appearing on this page previously appeared on page(s) 1.1 of this section.

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

**A23. SHARING AND RESALE**

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

**A23.1.3 Rates and Charges (Cont'd)**

- A. The primary rates for Sharing and Resale Providers are contained in paragraph C.5. The rates for sharing and resale provided by nonprofit colleges and universities and their affiliated medical centers and for sharing involving the exception group are contained in paragraph C.8. (T)(M)
- B. Local usage charges will not apply to calls to the Company business office, repair service, directory assistance or for 911 emergency service. (M)
- C. The following rates and charges apply for Sharing and Resale of Telephone Services except as specified in A23.1.3.A. (M)
  - 1. (DELETED) (M)
  - 2. (DELETED) (M)
  - 3. Sharing/Resale Expanded Local Measured Service (M)
    - a. Individual Lines (M)

	<b>1</b>	<b>2</b>	<b>Group 3</b>	<b>4</b>	<b>5</b>	<b>USOC</b>	
(1) Rate Groups 1-5							(M)
(a) Each	<b>\$51.00</b>	<b>\$51.00</b>	<b>\$51.00</b>	<b>\$51.00</b>	<b>\$51.00</b>	<b>MR4</b>	(M)
(2) Rate Groups 6-10							(M)
(a) Each	<b>\$51.00</b>	<b>\$51.00</b>	<b>\$51.00</b>	<b>\$51.00</b>	<b>\$51.00</b>	<b>MR4</b>	(M)
(3) Exceptions				<b>Rate</b>			(M)
(a) Charlotte				<b>\$51.00</b>		<b>MR4</b>	(M)
(b) Davidson				<b>51.00</b>		<b>MR4</b>	(M)
(c) Huntersville				<b>51.00</b>		<b>MR4</b>	(M)
(d) Selma				<b>51.00</b>		<b>MR4</b>	(M)
b. Trunks							(M)
(1) Rate Groups 1-5			<b>Group 3</b>	<b>4</b>	<b>5</b>		(M)
(a) Combination	<b>\$65.00</b>	<b>\$65.00</b>	<b>\$65.00</b>	<b>\$65.00</b>	<b>\$65.00</b>	<b>SM1</b>	(M)
(b) Inward-only	<b>38.30</b>	<b>42.52</b>	<b>43.53</b>	<b>44.39</b>	<b>45.43</b>	<b>T161X</b>	(M)
(2) Rate Groups 6-10							(M)
(a) Combination	<b>\$65.00</b>	<b>\$65.00</b>	<b>\$65.00</b>	<b>\$65.00</b>	<b>\$65.00</b>	<b>SM1</b>	(M)
(b) Inward-only	<b>46.25</b>	<b>46.25</b>	<b>46.25</b>	<b>46.85</b>	<b>46.85</b>	<b>T161X</b>	(M)
(3) Exceptions <sup>1</sup>				<b>Rate</b>			(M)
(a) Charlotte				<b>\$65.00</b>		<b>NA</b>	(M)
(b) Davidson				<b>65.00</b>		<b>NA</b>	(M)
(c) Huntersville				<b>65.00</b>		<b>NA</b>	(M)
(d) Selma				<b>65.00</b>		<b>NA</b>	(M)

**Note 1:** The rates shown for the exception exchanges apply to all trunk types listed for Rate Groups 1-10. USOCs shown for Rate Groups 1-10 also apply for the exception exchanges. (T)(M)

**Pages 3.0.1 and 3.1 are hereby deleted in their entirety and removed from this Guidebook** (N)

**A23. SHARING AND RESALE**

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

**A23.1.3 Rates and Charges (Cont'd)**

C. (Cont'd)

3. Sharing/Resale Expanded Local Measured Service (Cont'd)

c. Network Access Registers<sup>1</sup>

	Group					USOC	
(1) Rate Groups 1-5	1	2	3	4	5		(M)
(a) Two-way	\$19.54	\$21.53	\$22.04	\$22.48	\$23.01	6QBCX	(M)
(b) One-way incoming	19.54	21.53	22.04	22.48	23.01	6QB1X	(M)
(c) One-way outgoing	19.54	21.53	22.04	22.48	23.01	6QBOX	(M)
(2) Rate Groups 6-10	6	7	8	9	10		(M)
(a) Two-way	\$23.61	\$24.13	\$24.68	\$25.33	\$26.09	6QBCX	(M)
(b) One-way incoming	23.61	24.13	24.68	25.33	26.09	6QB1X	(M)
(c) One-way outgoing	23.61	24.13	24.68	25.33	26.09	6QBOX	(M)

(3) Exceptions <sup>2</sup>	Rate		
(a) Charlotte	\$24.68	NA	(M)
(b) Davidson	25.25	NA	(M)
(c) Huntersville	26.83	NA	(M)
(d) Selma	30.84	NA	(M)

d. Measured Usage Charges

(1) The following charges apply to originating calls within the local calling area:

Initial Minute or Fraction Thereof	Additional Minute, Each or Fraction Thereof
\$ .05	\$ .02

(2) For calls placed in the listed time periods, discounted charges apply as described following:

Time	Discount
Weekdays, 12:00 noon - 2:00 p.m.	50%
All days, 9:00 p.m. - 9:00 a.m.	50%
Saturday-Sunday, 9:00 a.m. - 9:00 p.m.	50%

**Note 1:** Rates and charges appearing in other sections of this Guidebook for other ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service features are applicable for sharing/resale providers. Features and services available to an ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service subscriber may be shared or resold in accordance with this Guidebook.

**Note 2:** The rates shown for the exception exchanges apply to all trunk types listed for Rate Groups 1-10. USOCs shown for Rate Groups 1-10 also apply for the exception exchanges.

Pages 4.0.1 through 4.2.4 are hereby deleted in their entirety and removed from this Guidebook

**A23. SHARING AND RESALE**

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

**A23.1.3 Rates and Charges (Cont'd)**

C. (Cont'd) (T)

4. (DELETED) (M)

5. Sharing/Resale Community Caller Plus Service (M)

a. Per Individual Line (M)

	<b>Group</b>					<b>USOC</b>	
(1) Rate Groups 1-5	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		(M)
(a) Each	\$28.20	\$28.95	\$29.68	\$30.35	\$31.05	5QH	(M)
(2) Rate Groups 6-10	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>		(M)
(a) Each	\$32.00	\$32.10	\$32.10	\$33.60	\$33.89	5QH	(M)
(3) Exceptions							(M)
				<b>Monthly Rate</b>			
(a) Apex				\$33.99		5QH	(M)
(b) Cary (excluding BST Research Triangle Park)				34.65		5QH	(M)
(c) Charlotte				33.95		5QH	(M)
(d) Davidson				34.36		5QH	(M)
(e) Huntersville				35.49		5QH	(M)
(f) Knightdale				34.55		5QH	(M)
(g) Raleigh (excluding Raleigh-Durham Airport)				34.03		5QH	(M)
(h) Raleigh-Durham Airport				42.51		5QH	(M)
(i) BST Research Triangle Park				39.31		5QH	(M)
(j) Selma				37.33		5QH	(M)
(k) Wendell				34.55		5QH	(M)
(l) Zebulon				34.60		5QH	(M)

b. Per Trunk (M)

	<b>Group</b>					<b>USOC</b>	
(1) Rate Groups 1 - 5	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		(M)
(a) Combination	\$47.88	\$52.34	\$53.60	\$54.68	\$55.98	5QH CX	(M)
(b) Two-way	47.88	52.34	53.60	54.68	55.98	5QH2X	(M)
(c) Outdial	47.88	52.34	53.60	54.68	55.98	5QH0X	(M)
(d) Inward Only	47.88	52.34	53.60	54.68	55.98	5QH1X	(M)
(e) DID - Inward Only	47.88	52.34	53.60	54.68	55.98	5QH NX	(M)
(2) Rate Groups 6 - 10	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>		
(a) Combination	\$57.00	\$57.00	\$57.00	\$57.75	\$57.75	5QH CX	(M)
(b) Two-way	57.00	57.00	57.00	57.75	57.75	5QH2X	(M)
(c) Outdial	57.00	57.00	57.00	57.75	57.75	5QH0X	(M)
(d) Inward Only	57.00	57.00	57.00	57.75	57.75	5QH1X	(M)
(e) DID - Inward Only	57.00	57.00	57.00	57.75	57.75	5QH NX	(M)

Pages 5.1 is hereby deleted in its entirety and removed from this Guidebook (N)



**A23. SHARING AND RESALE**

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

**A23.1.3 Rates and Charges (Cont'd)**

- C. (Cont'd) (T)
- 5. Sharing/Resale Community Caller Plus Service (Cont'd) (M)
  - b. Per Trunk (M)
    - (3) Exceptions<sup>1</sup>

	<b>Monthly Rate</b>	<b>USOC</b>	
(a) Apex	<b>\$54.68</b>	<b>NA</b>	(M)
(b) Cary (excluding BST Research Triangle Park)	<b>55.83</b>	<b>NA</b>	(M)
(c) Charlotte	<b>54.61</b>	<b>NA</b>	(M)
(d) Davidson	<b>55.32</b>	<b>NA</b>	(M)
(e) Huntersville	<b>57.30</b>	<b>NA</b>	(M)
(f) Knightdale	<b>55.66</b>	<b>NA</b>	(M)
(g) Raleigh (excluding Raleigh-Durham Airport)	<b>54.71</b>	<b>NA</b>	(M)
(h) Raleigh-Durham Airport	<b>69.76</b>	<b>NA</b>	(M)
(i) BST Research Triangle Park	<b>63.99</b>	<b>NA</b>	(M)
(j) Selma	<b>60.52</b>	<b>NA</b>	(M)
(k) Wendell	<b>55.66</b>	<b>NA</b>	(M)
(l) Zebulon	<b>55.74</b>	<b>NA</b>	(M)

**Note 1:** The rates shown for these exception exchanges apply to all trunk types listed for Rate Groups 1-10. USOCs shown for Rate Groups 1-10 also apply for these exception exchanges. (T)(M)

**Page 6.1 is hereby deleted in its entirety and removed from this Guidebook** (N)

**A23. SHARING AND RESALE**

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

**A23.1.3 Rates and Charges (Cont'd)**

C. (Cont'd)

(T)

5. Sharing/Resale Community Caller Plus Service (Cont'd)

c. Per NAR<sup>1</sup>

	<b>Group</b>					<b>USOC</b>	
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		
(1) Rate Groups 1 - 5							
(a) Two-way	\$24.42	\$26.04	\$27.18	\$27.73	\$28.39	NMF2X	(M)
(b) One-way Incoming	24.42	26.04	27.18	27.73	28.39	NMF1X	(M)
(c) One-way Outgoing	24.42	26.04	27.18	27.73	28.39	NMFOX	(M)
(2) Rate Groups 6 - 10							
(a) Two-way	\$29.14	\$29.79	\$30.74	\$30.88	\$30.88	NMF2X	(M)
(b) One-way Incoming	29.14	29.79	30.74	30.88	30.88	NMF1X	(M)
(c) One-way Outgoing	29.14	29.79	30.74	30.88	30.88	NMFOX	(M)
(3) Exceptions <sup>2</sup>							(M)
				<b>Monthly Rate</b>			
(a) Apex				\$29.56		NA	(M)
(b) Cary (excluding BST Research Triangle Park)				30.71		NA	(M)
(c) Charlotte				29.49		NA	(M)
(d) Davidson				30.20		NA	(M)
(e) Huntersville				32.18		NA	(M)
(f) Knightdale				30.54		NA	(M)
(g) Raleigh (excluding Raleigh-Durham Airport)				29.59		NA	(M)
(h) Raleigh-Durham Airport				37.24		NA	(M)
(i) BST Research Triangle Park				34.22		NA	(M)
(j) Selma				37.19		NA	(M)
(k) Wendell				30.54		NA	(M)
(l) Zebulon				30.62		NA	(M)

d. Usage charges specified in A3.3.3 apply for originating calls to the expanded service area (ESA) as specified in A3.5. (M)

**Note 1:** The rates shown for these exception exchanges apply to all NAR types listed for Rate Groups 1-10. USOCs shown for Rate Groups 1-10 also apply for these exception exchanges. (T)(M)

**Note 2:** Rates and charges appearing in other sections of this *Guidebook* for other ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service features are applicable for sharing/resale providers. Features and service available to an ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service subscriber may be shared or resold in accordance with this Section. (T)(M)

**Pages 7.0.0.1 through 7.4 are hereby deleted in their entirety and removed from this Guidebook** (N)

## A23. SHARING AND RESALE

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

#### A23.1.3 Rates and Charges (Cont'd)

**C.** (Cont'd)

- 6. Rates and charges for Direct Inward Dialing (DID), Rotary Line Service and other associated services apply as specified in other sections of this Guidebook. (M)
- 7. Service charges as specified in Section A4 apply as appropriate. (M)

	<b>Nonrecurring Charge</b>	<b>USOC</b>	
8. Reseller client listing provides one listing in the Company's Listing Information System. The reseller client listing charge will date from the day the Company's information records are posted and is payable monthly in advance. The minimum chargeable period for the reseller client listing is one month. In the event the reseller client listing does not appear in the Company's Listing Information System, the minimum chargeable period is for one month.			(M) (M)
(a) Per Client	\$ 1.15	BS6	(M)
9. Charges for additional listings used to further define a reseller client apply at the standard rate as specified in Section A6.			(M)
10. With the exception of customers who provide service in accordance with Rule R14-11 and Rule R14A of the North Carolina Utilities Commission Rules and Regulations, an administrative charge applies for each subscriber who satisfies the conditions for Sharing or Resale of Telephone Services.			(M)
(a) Service Establishment Charge	300.00	NRCJT	(M) (T)

#### A23.1.4 Definitions

- A.** Customer of Record (M)  
Person, corporation or authorized representative responsible for placing application for service; requesting additions, rearrangements, maintenance or discontinuances of service; payment in full of charges incurred such as Toll, Directory Assistance, etc.; providing legal description of Resale Service Areas to the Company. (M)
- B.** Reseller Client/End-User (T)  
The party to whom resold or shared service is provided. End-Users are persons or firms which are considered business subscribers under the *terms and conditions* of the Company or are members of the exception group.
- C.** Sharing/Resale Service Area  
Area within which a reseller offers shared or resold local exchange telecommunications service.
- D.** Reseller/Provider  
The subscriber to the Company offering shared and/or resold service to others.

---

## A24. EMERGENCY REPORTING SERVICES

### CONTENTS

<b>A24.1 Universal Emergency Number Service-911</b>	<b>1</b>	
A24.1.1 General (Basic and Enhanced 911)	1	
A24.1.2 <i>Terms and Conditions</i>	1	(T)
A24.1.3 Basic Universal Emergency Number Service	4	
A24.1.4 Enhanced Universal Emergency Number Service-E911	5	
A24.1.5 Wireless E911 Phase 2	<b>12</b>	(T)
<b>A24.2 BellSouth 9-1-1 PinPoint Service</b>	<b>15</b>	(T)
A24.2.1 General	<b>15</b>	(T)
A24.2.2 <i>Terms and Conditions</i>	<b>15</b>	(T)
A24.2.3 Payment Schedules	17	
A24.2.4 Rates and Charges	18	

## A24. EMERGENCY REPORTING SERVICES

### A24.1 Universal Emergency Number Service-911

#### A24.1.1 General (Basic and Enhanced 911)

- A. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal emergency number 911 for use of Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public.
- B. Two types of service are offered, basic 911 and Enhanced 911 Service (E911). Selection of the appropriate service to serve various customers will be made by the Company and the customer and will be based on a thorough analysis of customer needs at each location and on availability of facilities in each area.
- C. Rates and charges for the E911 Service Feature offerings as shown in A24.1.4.D.3.a and b, are based on costs for municipal and/or single county E911 Systems and are offered on a tiered pricing structure based on the number of access lines located within the political boundaries served by the customer. E911 Systems which are essentially municipal and/or countywide but have minor overlapping into another county due to community of interest reasons are considered to be covered by this *Guidebook*. (T)
- D. At the request of any county, municipality or political subdivision (user) subscribing to 911 Service the Company will spread the payment of the applicable nonrecurring charges for the initial provision or subsequent addition of 911 Service and/or equipment in equal installments, where possible, which shall include all reasonable costs associated therewith, over a period not to exceed 18 months.
- E. (DELETED)
- F. Upon receipt of a duly authorized 911 Ordinance adopted by the governing authority of a local government, a monthly 911 charge will be imposed upon each exchange access facility subscribed to by telephone subscribers whose exchange access lines are in the area served or which would be served by the 911 service. The 911 charge must be uniform and may not vary according to the type of exchange access facility used. (T)

#### A24.1.2 Terms and Conditions

- A. 911 service is provided by the Company where facility and operating conditions permit.
- B. This offering is limited to the use of central office number 911 as the universal emergency number and only one 911 service will be provided within any geographical area.
- C. The 911 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number. The customer must subscribe for additional local exchange service at the PSAPs for administrative purposes, for placing of outgoing calls, and for receiving other emergency calls, including any which might be relayed by Company operators.
- D. The service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting emergencies by the public.
- E. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Section A2. Where allowances on monthly charges for Service Features of E911 Service are involved, only those Service Features which are affected by the interrupted service shall be considered; and, further, only those access lines on the interrupted portion of a service shall be considered in determining the number of access lines affected. (T)(M)
- F. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 911 Service. (M)

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

(N)

---

## A24. EMERGENCY REPORTING SERVICES

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

#### A24.1.2 Terms and Conditions (Cont'd)

**G.** This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 911 service. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the *Guidebook* rate for the service or facilities provided to the customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.

(T)

(T)(M)

Further, each customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, or for any infringement or invasion of the right of privacy of any person or persons, 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 911 service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 services hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them.

**H.** When an order for 911 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 customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.

**I.** Application for 911 service must be executed in writing by the customer (a municipality, a local government authority, or their duly appointed agent). If execution is by an agent, satisfactory evidence of the appointment must be provided in writing to the Company. A negotiated date will be agreed upon with the customer. Should the customer choose to delay the original cut date by more than three months and the system is available for cut, installation charges may be charged effective with the originally scheduled date. Further, the cut date will be renegotiated so as not to interrupt other scheduled cutovers. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.

**J.** The customer must furnish the Company, in writing, with its agreement to the following terms and conditions:

1. That at least one PSAP will be provided and staffed on a 24-hour, seven days per week basis.
2. That the customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.
3. That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.
4. That the customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company to be installed (applies to E911 Service only).
5. That the customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.

**K.** Basic 911 cannot be provisioned with any Caller ID service arrangements.

**L.** Temporary suspension of 911 Service is allowed subject to the terms and conditions specified in A2.3.16.

(T)

**M.** The rates charged for 911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.

**N.** Company serving boundaries and political subdivision boundaries may not coincide. If a central office serves telephones (located both within and outside the customer's public safety jurisdiction), it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by these central offices.

## A24. EMERGENCY REPORTING SERVICES

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

#### A24.1.2 Terms and Conditions (Cont'd)

- O.** The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises. (T)
- P.** E911 information consisting of the names, addresses and telephone numbers of customers whose listings are not included in the Company's Listing Information System is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls. The E911 calling party forfeits the privacy afforded by private and semiprivate telephone number service to the extent that the telephone number, address and name associated with the originating station location are furnished to the PSAP. (T)
- Q.** Hardware and the unique associated software that provide the Automatic Number and Automatic Location Identification (ANI/ALI) and the ANI display may be provided by the Company for 911 Service. Where not specifically itemized in this Section, said equipment, including rearrangements, moves or changes, will be provided at special assembly rates and charges. (T)
- R.** (DELETED) (T)
- S.** Customer premises equipment located on customer premises such as station sets, printers, computer aided dispatch (CAD) or any other equipment peripheral to the ANI/ALI hardware can be provided by the Company for 911 service. If the Company is asked to provide, said equipment including rearrangements, moves or changes it will be provided at special assembly rates and charges. (T)
- T.** Any customer premises equipment used in connection with E911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number (identified through the Automatic Number identification feature as the source) or an in progress 911 call. (T)
- U.** When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and emergency medical agencies or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESNs will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information: (T)
  - 1. Initial and subsequent ESN assignments by street name, address range and area, or other mutually agreed upon routing criteria shall be furnished by the customer to the Company six months prior to the effective date of service.
  - 2. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, emergency medical or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities, or any other matter that will affect the routing of E911 calls to the proper PSAP.
  - 3. The Company will provide to the customer on request a complete written copy of the master address file to permit the customer to verify accuracy of police, fire, and emergency medical PSAP routing designations.
  - 4. Changes, deletions, and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.
  - 5. The Company will furnish a written copy of the transaction to the customer for verification showing each change, deletion, and addition to the master address file. (M)
  - 6. Miscellaneous tie lines, private lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance services, are provided at *posted guidebook* rates for such channels and facilities as specified in this and other appropriate *guidebooks*. (T)(M)
- V.** Emergency Service Numbers (ESNs) are only available as part of the Selective Routing feature. Single and Multi-PSAP customers who desire to use ESNs for administrative purposes may do so as long as they subscribe to Selective Routing. Administrative ESNs can only be used to identify a unique set of responding agencies. For the purposes of this *Guidebook*, a responding agency is defined as a municipality's police, fire, emergency medical service, or other appropriate agency. ESNs will not be used to route calls to specific police precincts, fire stations, emergency medical zones, etc. (T)(M)

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

(N)

## A24. EMERGENCY REPORTING SERVICES

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

#### A24.1.2 Terms and Conditions (Cont'd)

- W. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited to the terms set forth in this Section and other Sections of this *Guidebook*. (M1) (T)(M1)
- X. General *Terms and Conditions* located in Section A2 will also apply to this service offering. (T)(M1)
- Y. Where a 911 call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 911 call, the quality of the call or any features that may otherwise be provided with 911 Service. (T)(M1)
- Z. The following terms define the customer's responsibilities with respect to any information provided by the Company to the customer concerning the Company's subscribers and/or with respect to geographical information or maps: (T)(M1)
  - 1. Such information shall be used by the customer solely for the purpose of aiding the customer in more accurately identifying, updating, and/or verifying the addresses of subscribers within the customer's E911 serving areas in connection with the customer's provision of E911 services. (M1)
  - 2. Customer shall strictly limit access to the information to those authorized employees of the customer with a need to know and those employees actually engaged in the provision of emergency assistance services. (M1)
  - 3. Customer shall use due care in providing for the security and confidentiality of the information. (M1)
  - 4. Customer shall make no copies of the information except as may be essential for the verification of emergency assistance services. (M1)
  - 5. As soon as customer has completed using the information for the purposes authorized in the *Guidebook* or upon the request of the Company, customer shall return all information and all copies of information to the Company or certify that the information has been destroyed. (T)(M1)

#### A24.1.3 Basic Universal Emergency Number Service

- A. General
  - 1. A Basic 911 system includes the Company provision of the 911 code or the opening of this code to the exchange network in those central offices that fall within the boundaries of the municipalities or other governmental bodies (township, county, etc.) that subscribe to Basic 911 service. The other components include the one-way incoming 911 Exchange Line and customer- provided station equipment at the PSAP. Basic 911 Service (91L++ and 91MSX) is classified as Business Exchange Service (7FB or TWC1X) and is arranged for one-way incoming service to the appropriate PSAP.
- B. Definition of Terms
  - 1. Public Safety Answering Point (PSAP)
 

An answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; Secondary PSAPs receive calls on a transfer basis only. PSAPs are public service agencies such as police, fire or emergency medical or a common bureau serving a group of such entities.
- C. Rates and Charges
  - 1. Messages:
    - a. The calling party is not charged for calls placed to the 911 number.
    - b. Charges for applicable local and/or toll messages transferred over exchange facilities from a PSAP are billed to that PSAP as covered in other Sections of this Guidebook based on rates applicable from the Central Office serving the PSAP initiating the transfer to the point of termination of the transfer.
  - 2. 911 Exchange Lines
    - a. Filed rates as found elsewhere in this Guidebook, for PBX trunks, flat or measured rate business lines as appropriate will apply for 911 Exchange Lines (answering) that terminate at PSAPs. The monthly rate for the Exchange Line is the rate applicable for the exchange in which the Central Office originating the 911 Exchange Line is located.
  - 3. Dedicated Facilities
    - a. When dedicated direct arrangements are provided from exchanges or multi-central office exchanges other than that in which the PSAP is located due to the customer's request or when dedicated direct arrangements are provided from exchanges or multi-central office exchanges that do not have local calling to the exchange which the PSAP is located, charges for Foreign Exchange or Foreign Central Office Service will apply as specified in Section A9.

(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.



## A24. EMERGENCY REPORTING SERVICES

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

#### A24.1.3 Basic Universal Emergency Number Service (Cont'd)

##### C. Rates and Charges (Cont'd)

4. Inter-Office Lines (M1)
  - a. Non-dedicated lines may be provided when the Central Offices involved are located in exchanges which have local calling to the exchange in which the PSAP is located. When non-dedicated lines are provided they will be at no charge. (M1)
5. PSAP Terminal Equipment (M1)
  - a. Company or customer-provided equipment may be furnished to terminate 911 Exchanges Lines at any PSAP. When customer-provided terminal equipment is employed at a PSAP, it will be furnished in accordance with the General Conditions set forth in Section A15, and must comply with the Registration Program of the Federal Communications Commission. (M1)
6. Miscellaneous Tie lines, private lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance services, are provided at *posted Guidebook* rates for such channels and facilities as specified in this and other appropriate *Guidebooks*. (T)

#### A24.1.4 Enhanced Universal Emergency Number Service-E911

##### A. General

1. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 Service includes lines and equipment necessary for the answering, transferring and dispatching of public emergency telephone calls by persons within the serving area who dial 911.
2. The E911 customer, except as specified following, may be a municipality or other county or local governmental unit, or an authorized agent of one or more municipalities or other county or local governmental units to whom authority has been lawfully delegated. The E911 customer for the purposes of paying nonrecurring charges, where a citizen's group petitioned poll has yielded positive results, shall be considered to be both the telephone subscribers and the local government agency rather than the local government agency alone. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire and other emergency services within the telephone central office areas arranged for 911 calling.

##### B. Definition of Terms

1. Additional E911 Exchange Line  
A Line Terminating at a PSAP that is in addition to those engineered that may be ordered by the customer as an optional feature.
2. Alternate Routing (AR)  
A feature provided to allow E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closes down for a period (night service). This is a standard feature of E911 Service.
3. Automatic Location Identification (ALI) (T)  
A feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Multiple access lines with the same ANI will be identified with the address associated with that ANI. No ALI data is provided when a call is sent to Default Routing (DR). In the case of 911 calls from subscribers of Wireless Carriers that are interconnected to *a Company* 911 Control Office and primary and/or secondary PSAPs equipped with data communications links *the Company's* ALI database, these Wireless 911 calls will be delivered with a version of the ALI feature that includes certain carrier identification, cell tower or antenna array descriptive data as agreed to by the customer and the Wireless Carrier, and the wireless subscriber's call-back number. This information is consistent with the requirements of FCC Order 94-102 for Phase I Wireless 911 interconnection. The customer is required to make any changes in the MSAG needed to accommodate the Wireless Carrier's loading of their respective Pseudo-ANI (P-ANI) records into *the Company's* 911 database management system when P-ANI records are associated with towers and/or antennas located in the customer's jurisdiction.
4. Automatic Number Identification (ANI)  
A feature by which the calling party's telephone number is forwarded to the E911 Control Office and to the PSAP's ANI/ALI controller. (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.

## A24. EMERGENCY REPORTING SERVICES

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

#### A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)

##### B. Definition of Terms (Cont'd)

5. Centralized Automated Message Accounting (CAMA) MF Signaling (M)  
A signaling protocol for sending 8 digits of ANI from the 911 Tandem to the PSAP. (M)
6. Data Management System (DMS) (M)  
A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features. (M)
7. Default Routing (DR)  
A feature activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of E911 Service when the service is equipped with Selective Routing. Four-Party Service will be default routed. No ANI/ALI data is provided when a call is sent to Default Routing.
8. (Obsoleted, See Section A124)
9. Emergency Service Number (ESN)  
A number that defines the set of emergency services (e.g. police, fire, emergency medical) within a particular district or zone. An ESN is associated with the primary PSAP and possibly one or more secondary PSAPs.
10. End Office  
The central office(s) in the E911 System from which E911 calls are originated.
11. Enhanced 911 (E911) Control Office  
The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard Speed Calling features, call transfer capability and certain maintenance functions for each PSAP.
12. Enhanced 911 Service Area  
The geographic area in which the customer will respond to all E911 calls and dispatch appropriate emergency assistance.
13. Fixed Transfer  
A feature which enables a PSAP attendant to transfer incoming E911 calls to secondary PSAPs by use of a single button.
14. Forced Disconnect  
A function of the E911 Central Office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E911 exchange lines and is a standard feature of E911 Service.
15. (Obsoleted, See Section A124)
16. Manual Transfer (M)  
A feature that enables the PSAP attendant to transfer an incoming call by dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code. Manual Transfer is associated with the E911 trunk and is a standard feature of E911 Service. (M)
17. Master Street Address Guide (MSAG) (M)  
A listing of all streets and house number ranges within a 911 service area. The streets and address ranges are assigned selective routing codes, or emergency service numbers (ESNs), to enable proper routing of 911 calls. (M)
18. Public Safety Answering Point (PSAP) (M)  
An answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; Secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees of public service agencies such as police, fire, or emergency medical or by employees of a common bureau serving a group of such entities. (M)

## A24. EMERGENCY REPORTING SERVICES

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

#### A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)

##### B. Definition of Terms (Cont'd)

19. Selective Routing (SR)

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party and associated ESN.

(M1)

20. (Obsoleted, See Section A124)

21. Serving Central Office

The Central Office from which a PSAP, either primary or secondary, is served.

22. Universal Emergency Number Service

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer. The lines and equipment specified in this Section that are associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls are included.

(T)

23. Universal Emergency Number Service Customer

A municipality or other county or local governmental unit or an authorized agent of one or more municipalities or other county or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls, at the minimum for police and fire service.

(M2)

(M2)

24. Wire Center

The term "Wire Center" denotes the local telephone dial switching office serving subscribers in a well-defined area.

(M2)

(M2)

25. Wireless Carrier

A person or entity who provides Commercial Mobile Radio Service (CMRS). The term wireless carrier includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service (PCS), or the functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or a 911-like service.

(M2)

(M2)

**Page 7.1 is hereby deleted in its entirety and removed from this Guidebook**

(N)

## A24. EMERGENCY REPORTING SERVICES

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

#### A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)

- C. Service Features (M)
1. E911 Service is available in four service feature offerings: (Cont'd)
    - a. Automatic Number Identification (ANI)<sup>1</sup> (M)  
Charges are based on the total number of access lines served by the local switching offices equipped for ANI only. (M)
    - b. Automatic Number Identification and Selective Routing (ANI/SR)<sup>1</sup> (M)  
Charges are based on the total number of access lines to which both ANI and SR applies. (M)
    - c. Automatic Number Identification and Automatic Location Identification (ANI/ALI)<sup>1</sup> (T)  
Charges are based on the total number of access lines served by the local switching offices equipped for ANI and ALI but not SR.
    - d. Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR)<sup>1</sup> (T)  
Charges are based on the total number of access lines to which ANI, ALI and SR apply.
  2. (Obsoleted, See Section A124.)
  3. The following standard features are included with each of the service offerings:
    - a. Forced Disconnect
    - b. Default Routing
    - c. Alternate Routing (Night Service)<sup>2</sup>
    - d. Speed Calling
    - e. Central Office Transfer Arrangements
  4. (Obsoleted, See Section A124.)
  5. (DELETED)
  6. The service feature offerings include provision of E911 Exchange Lines to all primary PSAPs and to secondary PSAPs that are equipped to display ANI Information. The number of lines to PSAPs will be determined by the Company based upon anticipated call volumes. Secondary PSAPs not equipped to display ANI will receive calls on a transfer basis over the Exchange network or the customer may subscribe for an additional E911 Exchange Line. (M)
 

**Note 1:** When SR is introduced, different features may be applied to the SR subsets without being applied to the total access lines served by the local switching office. Thus, where two jurisdictions are served by a local switching office each jurisdiction may select a different feature combination as long as SR is one of the features.

**Note 2:** Night service is implemented by employing a private line circuit between the E911 control office and the PSAP. This circuit will be billed at rates specified in the Private Line *Guidebook*. Night service is only available where facilities exist. (T)

**Page 8.1 is hereby deleted in its entirety and removed from this Guidebook**

(N)

**A24. EMERGENCY REPORTING SERVICES**

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

**A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)**

**D. Rates and Charges**

- 1. A Service Charge in Section A4 will be applied on a per request basis. Premises visits are not required on E911. (M)
- 2. Messages (M)
  - a. The calling party is not charged for calls placed to the 911 number. (M)
  - b. Charges for applicable local and/or toll messages transferred over exchange facilities from a PSAP are billed to that PSAP as covered in other sections of this *Guidbook*, based on rates applicable from the Central Office serving the PSAP initiating the transfer to the point of termination of the transfer. (T)(M)
- 3. Service Features

The following features are provided on a tiered structure based on the total number of Access Lines located within the boundaries of a customer's E911 System, including access lines served by incumbent local exchange companies, competitive local exchange providers, or wireless carriers. Rates and charges will be applicable for the following Tiers:<sup>1,2</sup>

- Tier I - 1,000 to 20,000 Access Lines
- Tier II - 21,000 to 40,000 Access Lines
- Tier III - 41,000 to 100,000 Access Lines
- Tier IV - Greater than 100,000 Access Lines

- a. The following features are provided for application with access lines within the Company's serving jurisdiction and for access lines within an incumbent local exchange company's serving jurisdiction.<sup>1,2</sup>

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
(1) Automatic Number Identification				
(a) Tier I, per 1000 Access Lines	<b>\$1,824.00</b>	<b>\$51.00</b>	<b>9UK1X</b>	
(b) Tier II, per 1000 Access Lines	<b>1,116.00</b>	<b>52.00</b>	<b>9UK2X</b>	
(c) Tier III, per 1000 Access Lines	<b>744.00</b>	<b>28.00</b>	<b>9UK3X</b>	
(d) Tier IV, per 1000 Access Lines	<b>669.00</b>	<b>17.00</b>	<b>9UK4X</b>	
(2) Combined Automatic Number Identification and Selective Routing				
(a) Tier I, per 1000 Access Lines	<b>3,343.00</b>	<b>153.00</b>	<b>9UN1X</b>	
(b) Tier II, per 1000 Access Lines	<b>2,603.00</b>	<b>135.00</b>	<b>9UN2X</b>	
(c) Tier III, per 1000 Access Lines	<b>2,139.00</b>	<b>106.00</b>	<b>9UN3X</b>	(M)
(d) Tier IV, per 1000 Access Lines	<b>2,032.00</b>	<b>96.00</b>	<b>9UN4X</b>	(M)

**Note 1:** Rounded to nearest 1000 access lines per service feature per company (excluding all types of WATS terminations). This count is based upon the number of access lines in service at the time service is established. This count will be adjusted annually for purposes of updating customer billing. For each service feature, where the count of access lines has been adjusted upward only monthly recurring rates apply for each 1000 access lines so adjusted (after rounding).

**Note 2:** For selection of the appropriate tier or tiers for an E911 System, A24.1.1.C also applies. (T)

**Pages 9.0.1 through 9.1 are hereby deleted in their entirety and removed from this Guidebook** (N)

**A24. EMERGENCY REPORTING SERVICES**

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

**A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)**

**D. Rates and Charges (Cont'd)**

**3. Service Features (Cont'd)**

**a. (Cont'd)<sup>1,2</sup>**

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
(3) Combined Automatic Number and Location Identification				(M)
(a) Tier I, per 1000 Access Lines	\$3,599.00	\$223.00	9UQ1X	(M)
(b) Tier II, per 1000 Access Lines	2,777.00	193.00	9UQ2X	(M)
(c) Tier III, per 1000 Access Lines	2,000.00	130.00	9UQ3X	(M)
(d) Tier IV, per 1000 Access Lines	2,000.00	100.00	9UQ4X	(M)
(4) Combined Automatic Number and Location Identification and Selective Routing				(M)
(a) Tier I, per 1000 Access Lines	3,599.00	226.00	9US1X	(M)
(b) Tier II, per 1000 Access Lines	2,777.00	195.00	9US2X	(M)
(c) Tier III, per 1000 Access Lines	2,100.00	140.00	9US3X	(M)
(d) Tier IV, per 1000 Access Lines	2,000.00	110.00	9US4X	(M)

	<b>Service Establishment Charge</b>	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
b. Combined Automatic Location Identification and Selective Routing provided for non-AT&T Access Lines served by incumbent local exchange companies, competitive local exchange providers, or wireless carriers in jurisdictions where the Company is the provider of the E911 Service <sup>2,3</sup>					(T)(M)
(1) Tiered Rates					(M)
(a) Tier I, per 1000 Access Lines	\$2,300.00	-	\$270.00	9U61X	(M)
(b) Tier II, per 1000 Access Lines	2,100.00	-	200.00	9U62X	(M)
(c) Tier III, per 1000 Access Lines	1,900.00	-	120.00	9U63X	(M)
(d) Tier IV, per 1000 Access Lines	1,800.00	-	100.00	9U64X	(M)

c. Selective Routing provided for non-AT&T Access Lines served by incumbent local exchange companies, competitive local exchange providers, or wireless carriers in jurisdictions where the Company is the provider of the E911 Service. (T)(M)

(1) Per 1000 access lines <sup>3</sup>					(T)(M)
(a) Selective Routing	1,550.00	-	77.45	E8R	(M)

**Note 1:** Rounded to nearest 1000 access lines per service feature per company (excluding all types of WATS terminations). This count is based upon the number of access lines in service at the time service is established. This count will be adjusted annually for purposes of updating customer billing. For each service feature, where the count of access lines has been adjusted upward only monthly recurring rates apply for each 1000 access lines so adjusted (after rounding). (M)

**Note 2:** For selection of the appropriate tier or tiers for an E911 System, A24.1.1.C also applies. (T)(M)

**Note 3:** This count is based upon the number of access lines in service (excluding all types of WATS terminations) at the time E911 service is established. The count is rounded to the nearest 1000 access lines per service feature and will be adjusted annually for purposes of updating customer billing. For purposes of counting Wireless Carriers' access lines, the quantity of pseudo-ANI (P-ANI) records will be used in lieu of actual access lines. All non-AT&T lines, including wireless P-ANIs, will be grouped together and rounded to the nearest 1,000 access lines for billing purposes. For each service feature, where the count of access lines has been adjusted upward, only monthly recurring rates apply. (T)(M)

**A24. EMERGENCY REPORTING SERVICES**

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

**A24.1.4 Enhanced Universal Emergency Number Service-E911 (Cont'd)**

**D. Rates and Charges (Cont'd)**

	Nonrecurring Charge	Monthly Rate	USOC	
4. Service Features for application only with Incumbent Local Exchange Companies' Access Lines <sup>1</sup>				(T)(M)
a. The following feature is provided on a non-tiered structure for application only with access lines served by other local exchange companies in jurisdictions where the Company is the provider of the E911 Service.				(M)
(1) Database preparation and maintenance for access lines served by incumbent local exchange companies.				(M)
(a) Per 1000 Access Lines, per company	<b>\$1,982.00</b>	<b>\$69.00</b>	<b>E15DB</b>	(M)
5. The following features are provided on a non-tiered structure based on the total number of access lines in wire centers serving the 911 System or Systems.				(M)
a. (Obsoleted, See Section A124)				(M)
b. Miscellaneous				(M)
(1) Additional (optional) E911 Exchange Line terminating at PSAP				(M)
(a) Each	<b>389.00</b>	<b>13.00</b>	<b>E8K</b>	(M)
(2) Enhanced Multi-Frequency Signaling (EMFS) <sup>2</sup>				(T)(M)
(a) Per PSAP	-	-	<b>XTAMF</b>	(M)
6. (Obsoleted, See Section A124)				(M)
7. (Obsoleted, See Section A124)				(M)
8. (Obsoleted, See Section A124)				(M)
9. (Obsoleted, See Section A124)				(T)
10. (Obsoleted, See Section A124)				(M)
11. (Obsoleted, See Section A124)				(M)
12. Additions, Moves or Changes				(M)
a. Charges for customer requests that necessitate moves or changes of access facilities and/or equipment on Company premises will be based upon costs per request.				(M)
b. Installation of additional network or other facilities to maintain a satisfactory grade of service will be provided by the Company at no additional charge to the customer.				(M)
c. Nonrecurring charges for customer requests that involve an upgrade of the Service Features (Reference A24.1.4.D.2) will be at the amount equivalent to the nonrecurring charges for the new Service Feature package less the nonrecurring charges for the existing Service Feature package.				(M)
<b>Note 1:</b> Rates for USOCs E15 and 9U5 have been <i>made obsolete</i> (see Section A124), and the application of these USOCs has been changed, effective July 3, 1990.				(T)(M)
<b>Note 2:</b> Enhanced Multi-Frequency Signaling (EMFS) is required per PSAP on all tandem-to-PSAP trunk groups when five or more NPAs (area codes) are resident in one of the 911 tandems serving the PSAP. EMFS delivers ten digits of ANI that includes the 3-digit NPA and the 7-digit telephone number.				(T)(M)

## A24. EMERGENCY REPORTING SERVICES

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

#### A24.1.5 Wireless E911 Phase 2

##### A. Description of Service

Wireless E911 Phase 2 is only available in combination with Enhanced Universal Emergency Number Service – E911 as specified in A24.1.4, and is subject to the *Terms and Conditions* specified therein. (M)

In accordance with the FCC's Report and Order 94-102, Wireless E911 Phase 2 provides PSAPs with the wireless E911 caller's location and callback number (CBN) information, as specified by the FCC. The FCC has adopted specific handset-based and network-based location accuracy and reliability solutions standards for the Wireless Service Providers (WSPs). (T)(M)

##### B. General *Terms and Conditions*

1. The Company is not responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of said technologies. Only the data required and specified by the FCC in its Report and Order 94-102 will be delivered by the Company to the PSAP. This required data includes the cell site or sector location, the callback number, and the longitude/latitude of the caller. Each customer agrees that delivery, or lack of delivery, of additional data elements which may be provided by the WSP will not be the responsibility of the Company and the Company assumes no responsibility or liability for such information. (M)

2. PSAPs must have all required elements of Wireless E911 Phase 1, utilizing p-ANI routing and cell site/sector location based information, in place before implementing Phase 2. In addition, the following requirements must be met for Phase 2 implementation: (M)

a. WSPs must have Position Determining Entity (PDE) and a Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC) in their network. (M)

b. WSPs must have obtained an E2 interface to *the Company's* ALI database that complies with the latest issue of BellSouth Technical Reference 73610. This interface will be used by the WSP to provide Phase 2 data. (T)(M)

##### C. Definition of Terms

###### 1. Callback Number (CBN)

The wireless caller's 10-digit handset telephone number. The CBN is used by the PSAP to reestablish a call in the event the call was prematurely disconnected. (M)

###### 2. E2 Interface

A reference point for a data path that exists between an MPC/GMLC and ESME (the ALI database). The data that traverses the E2 interface is made up of an Emergency Services Position request and the response. The E2 interface is not provided by and is not the responsibility of the Company. (M)

###### 3. Emergency Services Message Entity (ESME)

An entity in the emergency services network which serves as the point of interface to an MSC for common channel emergency services messaging. ESME is another term for the ALI database. (M)

###### 4. Enhanced MF Signaling (EMFS)

A signaling protocol for sending 10 or 20 digits of ANI from the 911 tandem to the PSAP. EMFS is required when an interconnecting wireless service provider selects Phase 2 NCAS mode without WLS911. (M)



## A24. EMERGENCY REPORTING SERVICES

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

#### A24.1.5 Wireless E911 Phase 2 (Cont'd)

##### C. Definition of Terms (Cont'd)

5. Mobile Position Center (MPC) (M2)  
The interface between the wireless network and the *Company's* ALI databases. The MPC serves as the wireless network entity which retrieves, forwards, stores, and controls position data within the wireless location network. The MPC is not provided by and is not the responsibility of the Company. Global System for Mobile (GSM) communication Gateway Mobile Location Centers (GMLCs) will be treated as MPCs by the Company. (T)(M2)
6. Mobile Switching Center (MSC) (M2)  
The wireless equivalent of a Central Office, which provides switching functions for wireless calls. The MSC is not provided by and is not the responsibility of the Company. (M2)
7. Phase 2 NCAS (M2)  
In this mode the p-ANI and the CBN are both sent to the Selective Router. The trunk between the Selective Router and the PSAP must support transport of two 10-digit numbers. (M2)
8. Position Determining Entity (PDE) (M2)  
The PDE determines the geographic location of a wireless handset when the wireless caller places a 911 call or while the call is in process. The PDE is not provided by and is not the responsibility of the Company. (M2)
9. Pseudo-ANI (P-ANI) (M2)  
A pseudo, non-dialable telephone number assigned to a cell site or to a sector of a cell site to provide location identification for wireless E911 calls. (M2)
10. WLS911 (M2)  
The *Company* solution that sends either eight or ten digits of ANI to the PSAP and dynamically updates the static cell site or sector information with the CBN as provided by the WSP. This solution allows PSAPs to comply with the FCC's order without upgrading their PSAP equipment to utilize Enhanced MF signaling. (T)(M2)
11. Wireless Service Provider (WSP) (M2)  
A person or entity that provides Commercial Mobile Radio Service (CMRS). The term wireless includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service (PCS), or functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or 911-like services. (M2)
12. Wireline Compatibility Mode (M2)  
Occurs when the WSP sends only p-ANI to the *Company's* E911 tandem. The PSAP receives eight or ten digits of ANI, dependent upon the PSAP Customer Premises Equipment's ability to utilize Enhanced MF. (T)(M2)
13. X,Y Coordinates (M2)  
The longitude and latitude of the 911 wireless caller's location. (M2)

##### D. Enhanced MF

Enhanced MF (EMF) is a signaling protocol from the 911 Tandem to the PSAP. Enhanced MF accommodates either ten or 20 digits of ANI. Enhanced MF is not a requirement of Wireless Phase 2 implementation but EMF must be used by PSAPs when an interconnecting Wireless Service Provider chooses the Phase 2 NCAS Mode (as defined in J-STD-036 Annex D, Table D.1.2. and/or D.2.), without WLS911. If an interconnecting WSP chooses a Phase 2 NCAS solution without WLS911, the PSAP's equipment must be 20-digit Enhanced MF capable as described in BellSouth Technical Reference 73528. The PSAP must request the Company convert them to EMF signaling when preparing to accept Phase 2 calls from a WSP utilizing Phase 2 NCAS without WLS911. (M2)

**A24. EMERGENCY REPORTING SERVICES**

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

**A24.1.5 Wireless E911 Phase 2 (Cont'd)**

**E. Wireless E911 Phase 2 Service**

This service includes Extended ALI Display Format and ALI Database Upgrade for Wireless Phase 2.

**1. Extended ALI Display Format**

The PSAP's Automatic Location Identification (ALI) display format must be changed to the *Company's* Extended ALI Display Format to accommodate the longitude and latitude, or x y coordinates. The provision and delivery of the x,y information to the PSAP requires an E2 interface between the ALI database and the WSP's Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC). The provisioning of the E2 interface is the responsibility of the WSP.

**2. ALI Database Upgrade For Wireless Phase 2**

The ALI Database Upgrade For Wireless Phase 2 enables the PSAP to query and retrieve wireless caller location information from the Company's Automatic Location Identification (ALI) database. Location information may include cell site sector location, longitude and latitude of the wireless caller's location, and the wireless caller's callback number (CBN). This upgrade will enable the necessary interfaces, software, and databases to permit the wireless caller's location information to be populated in the Company's ALI database and/or retrieved when queried by the customer's PSAP equipment.

**F. Rates and Charges**

**1. Per PSAP**

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
(a) Enhanced MF Signaling, per PSAP	-	-	<b>XTAMF</b>	(M2)
(b) Extended ALI Display Format and ALI Database Upgrade For Wireless Phase 2 – per PSAP	<b>\$1,545.00</b>	<b>\$190.00</b>	<b>XTAX2</b>	(M2)

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) 15.2 of this section.

## A24. EMERGENCY REPORTING SERVICES

(M1)

### A24.2 BellSouth 9-1-1 PinPoint Service

(M2)

#### A24.2.1 General

(M2)

- A. 9-1-1 PinPoint service allows a Private Branch Exchange (PBX) switch located on a customer's premises to be trunked directly into an E911 tandem office, delivering the telephone number and location of the PBX end user to the appropriate Public Safety Answering Point (PSAP). (M2)
- B. 9-1-1 PinPoint service is available with the Company's Primary Rate ISDN (PRI) or PinPoint Local Channels. 9-1-1 PinPoint Local Channels are not required if using the Company's PRI service. (M2)
- C. 9-1-1 PinPoint Service is only available in jurisdictions where the Company is the 9-1-1 System Service Provider. (M2)

#### A24.2.2 Terms and Conditions

(T)(M2)

- A. 9-1-1 PinPoint service is furnished subject to the availability of facilities. (M2)
- B. Automatic Number Identification (ANI) which is passed to the Company's E911 tandem office by the PBX switch is read, processed and utilized in the manner as if it is provided by any other serving end office in the Company's E911 system. (M2)
- C. The emergency agency serving the area may also be involved to update the Master Street Address Guide (MSAG) and to determine the method in which emergency calls from 9-1-1 PinPoint service locations will be handled. (M2)
- D. The following specifications must be met when provisioning this service: (M2)
  - 1. Subscribers to 9-1-1 PinPoint service must meet all Company technical specifications. (M2)
  - 2. The PBX switch must be able to transmit ANI using multi-frequency signals. This may require the retro-fitting of existing PBX switches with interfaces which will work with the Company's E911 system. (M2)
  - 3. The PBX switch owner/operator must supply the Company with the initial telephone number-to-address data as well as periodic updates. (M2)
  - 4. Users of 9-1-1 PinPoint service are prohibited from provisioning PBX station numbers outside the boundary of the E9-1-1 tandem serving the physical address of the main PBX location. 9-1-1 calls from any telephone numbers provisioned outside the boundary of the serving E9-1-1 tandem would be routed to an incorrect PSAP with no location information. An alternative arrangement could involve PRI terminations from multiple central offices to accommodate a wider geographic area. In that configuration, no PBX station numbers can be provisioned at addresses outside the boundary of the tandem serving the PRI host. The subscribing 9-1-1 PinPoint service customer is responsible for ensuring the 9-1-1 PinPoint service is provisioned in a compliant configuration that will ensure that 9-1-1 calls are routed correctly with the correct location information. (M2)
  - 5. 9-1-1 PinPoint service is configured on a "per account" basis for the Company's Direct Inward Dialing (DID) and grandfathered Primary Rate ISDN (PRI) accounts. All telephone numbers on these accounts must be provisioned with 9-1-1 PinPoint service. The Customer cannot randomly select which telephone numbers on an account will have the service. This **requirement** is not applicable for PRI subscribers billed for 911 PinPoint service on a per PRI station number (per TN) basis. (T)(M2)
  - 6. 9-1-1 PinPoint Service is only available on local exchange services provided by the Company, specifically the Company's PRI and the Company's DID services. The PBX switch must employ the Company's Direct Inward Dialing (DID) or the Company's PRI station numbers. If the PBX is serving subscribers with multiple NPAs, a unique PBX trunk group will be needed for each NPA (whether it be 9-1-1 PinPoint Local Channels or PRI). 9-1-1 PinPoint Service is not available on Centrex or "Centrex-like" station numbers. 9-1-1 PinPoint Service is not available on telephone numbers obtained from CLECs or on any IP-enabled services (M2)
  - 7. It will be the responsibility of the vendor or PBX operator to maintain the data pertaining to each extension operating under such system. (M2)
  - 8. 9-1-1 PinPoint service is not available on Centrex or "Centrex-like" station numbers. (M2)

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

(N)

## A24. EMERGENCY REPORTING SERVICES

### A24.2 BellSouth 9-1-1 PinPoint Service (Cont'd)

#### A24.2.2 Terms and Conditions (cont'd)

- E.** The PBX switch owner/operator must install a minimum of two private E911 local channels<sup>1</sup> with the following specifications: (M2)
1. This voice grade local channel provides for a communications path between the demarcation point at the customer premises and the serving wire center of that premises. (M2)
  2. The PBX switch owner/operator is responsible for determining that their terminal equipment is compatible with this local channel. (M2)
  3. Supervision on this 9-1-1 PinPoint service Local Channel will be loop reverse battery. The battery source is located in the Company's serving wire center and will be a nominal -48V (-42.75V to -56.5V dc). (M2)
  4. The PBX will signal an off hook (or seizure) by providing a loop closure across tip and ring with a maximum resistance of 670 ohms. The Company's serving wire center will instruct the PBX to forward the calling station's number (ANI) information by a battery reversal wink. (M2)
  5. Additional *Terms and Conditions* may be applicable as described in *the Private Line Guidebook*, Section B3. (T)(M2)
  6. Required network interfaces are located in Section A14. (M2)
- F.** Service charges, as specified in Section A4 are applicable. (M2)
- G.** General *Terms and Conditions* located in Section A2 will also apply to this service offering. (T)(M2)
- H.** This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 9-1-1 PinPoint Service. The provision of 9-1-1 PinPoint service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer. (M2)
- I.** The rates charged for 9-1-1 PinPoint service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the service is functioning properly for its use. The customer shall promptly notify the Company in the event the service is not functioning properly. (M2)
- J.** The Company's entire liability to any person for the interruption or failure of 9-1-1 PinPoint service shall be limited to the terms set forth in this Section and other Sections. The Company shall neither be liable for damages resulting from or in connection with its provision of 9-1-1 PinPoint service to any customer subscribing to 9-1-1 PinPoint service or any person accessing or using 9-1-1 PinPoint service and nor shall the Company be liable for its provision of any telephone number, address, or name to any entity providing 911 service or to a public safety answering point, unless the Company acted with malicious purpose or in the manner exhibiting wanton and willful disregard of safety or property in providing such services. (M2)
- K.** Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, or for any infringement or invasion of the right of privacy of any person or persons, 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 9-1-1 PinPoint service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 services using 9-1-1 PinPoint services hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them. (M2)

**Note 1:** 911 PinPoint service Local Channels are not required with PRI. (T)(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) 15 of this section.

M2 - Material appearing on this page previously appeared on page(s) 16.1 and 17 of this section.

## A24. EMERGENCY REPORTING SERVICES

### A24.2 BellSouth 9-1-1 PinPoint Service (Cont'd)

#### A24.2.2 Terms and Conditions (Cont'd)

- L. Each Customer is responsible for assuring that its authorized users comply with the provisions of these terms and the *guidebooks*, and that unauthorized persons do not gain access to or use the Services through user names, passwords, or other identifiers assigned to the Customer pursuant to these terms. Specifically, each Customer must keep user IDs, passwords, and any security token(s) that may be provided secure from use by any unauthorized individual. The Customer shall also not use the Services in any way that would be or would assist any third party to be in violation of any law or these terms. Each Customer shall comply with all applicable laws, *terms and conditions* in connection with the Services. Finally, the Customer shall provide such information and assistance as are reasonably requested by *the Company* for purposes of facilitating *the Company's* provision of services to the Customer. (T)
- M. When an order for 9-1-1 PinPoint service and facilities or requests for additions, rearrangements, relocations or modifications or service and equipment are canceled in whole or in part, the customer may be required to reimburse the Company for all expenses incurred in handling the requests before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed. (M1)
- N. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Section A2. (T)
- O. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the rate for the service or facilities provided to the customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service. (T)
- P. Other *terms and conditions* located in A24.1 will also apply to this service offering as appropriate. (T)

#### A24.2.3 Payment Schedules

- A. Transfer of Contract
    - Service may be transferred to a new subscriber at the same location upon prior written concurrence by the new subscriber as specified in Section A2.
  - B. Deferred Payment
    - Nonrecurring charges may be deferred or installment billed as specified in Section A2.
  - C. Prepayment (M2)
    - Recurring charges may be prepaid as specified in Section A2. (M2)
  - D. Cancellation Charges (Early Termination Fees) (M2)
    - Cancellation charges, otherwise referred to as Early Termination Fees, will be applied where service is removed prior to the expiration of the 60 month contract period<sup>1</sup>. (M2)
  - E. Moves of Service (M2)
    - 1. When the PBX owner/operator moves 9-1-1 PinPoint service: (M2)
      - a. Cancellation charges do not apply. (M2)
      - b. Rates in effect will continue uninterrupted. (M2)
      - c. 9-1-1 PinPoint service nonrecurring charges do not apply as long as the move is within the existing service area boundaries. (M2)
      - d. 9-1-1 PinPoint service local channel charges apply as appropriate. (M2)
- Note 1:** As of May 15, 2010, 60 Month Contract Period rates and charges are not applicable for new subscribers and Cancellation Charges (Early Termination Fees) normally applicable for BellSouth 9-1-1 PinPoint Service will not apply for grandfathered PRI subscribers who retain their existing service arrangement and who agree to convert to the new "per TN" PRI pricing structure. (M2)

M1 - Material previously appearing on this page now appears on page(s) 16 of this section.

M2 - Material appearing on this page previously appeared on page(s) 18 of this section.

**A24. EMERGENCY REPORTING SERVICES**

**A24.2 BellSouth 9-1-1 PinPoint Service (Cont'd)**

(M)

**A24.2.4 Rates and Charges**

	Nonrecurring Charge	Monthly Rate	USOC	
<b>A.</b> 9-1-1 PinPoint service				
1. Installation Charge for Direct Inward Dialing (DID) service <sup>2</sup> , Per Customer				(T)
(a) Up to 1,000 station records, per customer	\$3,200.00	-	E8YN1	
(b) 1,001 to 4,000 station records, per customer	4,500.00	-	E8YN2	
(c) 4,001 or more station records, per customer	5,600.00	-	E8YN3	
2. Monthly Charges for Direct Inward Dialing (DID) service <sup>1,3</sup> , per 1,000 records				(T)
(a) Up to 1,000 station records, per 1,000 records	-	\$178.00	E8Y61	
(b) 1,001 to 4,000 station records, per 1,000 records	-	155.00	E8Y62	
(c) 4,001 or more station records, per 1,000 records	-	130.00	E8Y63	
3. For PRI service per 9-1-1 Pinpoint service customer <sup>4</sup> , per PRI telephone number equipped (per TN)				
(a) First telephone number	3,100.00	95.00	E8YSE	
(b) Each additional telephone number	-	.05	E8YTN	
<b>B.</b> 9-1-1 PinPoint Service Local Channels				
1. Per Channel				
(a) First channel, each	475.00	-	E8YCT	
(b) Additional channels, each	105.00	-	E8YCU	
(c) Each channel	-	55.00	E8YCV	
<b>C.</b> Cancellation Charges (Early Termination Fees)				
1. The following charge is incurred when a total disconnect of 9-1-1 PinPoint service occurs during the 60 month contract period <sup>1</sup> .				
(a) Per system disconnect	2,500.00	-	E8YDX	
<b>Note 1:</b> As of May 15, 2010, 60 Month Contract Period rates and charges are not applicable for new subscribers and Cancellation Charges (Early Termination Fees) normally applicable for BellSouth 9-1-1 PinPoint Service will not apply for grandfathered PRI subscribers who retain their existing service arrangement and who agree to convert to the new "per TN" PRI pricing structure.				
<b>Note 2:</b> As of May 15, 2010, the per 1,000 station records pricing structure and associated Installation Charges will only be available for new DID service.				
<b>Note 3:</b> As of May 15, 2010, monthly charges based on the per 1,000 station records pricing structure will only be available for DID service. Existing PRI subscribers will be grandfathered as of May 15, 2010 and may retain the 1,000 station records pricing structure as long as they continue the same service at their current location.				
<b>Note 4:</b> Nonrecurring charges will not apply for grandfathered PRI subscribers who retain their existing service arrangement and who agree to convert to the new "per TN" PRI pricing structure.				

---

**A25. RESERVED FOR FUTURE USE**

(T)

CONTENTS

---

**A25. RESERVED FOR FUTURE USE**

(T)



---

**A28. RESERVED FOR FUTURE USE**

(T)

CONTENTS

---

**A28. RESERVED FOR FUTURE USE**

(T)

**Pages 2 through 8 are hereby deleted in their entirety and removed from this Guidebook**

(N)

---

## A29. DATA TRANSPORT SERVICE

### CONTENTS

<b>A29.1</b>	<b>Derived Data Channel Service</b>	<b>1</b>	
A29.1.1	General	1	
A29.1.2	<i>Terms and Conditions</i>	1	
A29.1.3	Rates and Charges	<b>4</b>	(T)
<b>A29.2</b>	<b>Data Transport Access Channel Service</b>	<b>5</b>	(T)
A29.2.1	General	5	(T)
A29.2.2	Regulations	8	(T)
A29.2.3	Rates and Charges	<b>9</b>	(T)
<b>A29.3</b>	<b>Reserved for Future Use</b>	<b>9</b>	(T)
<b>A29.4</b>	<b>FLEXSERV - Digital Access Cross Connect</b>	<b>9</b>	(T)
	<b>(Obsoleted, See Section A129)</b>		
<b>A29.5</b>	<b>(DELETED)</b>	<b>9</b>	(T)
<b>A29.6</b>	<b>(DELETED)</b>	<b>9</b>	(T)
<b>A29.7</b>	<b>Administrative Management Service (AMS)</b>	<b>9</b>	(T)
A29.7.1	Description of Service	<b>9</b>	(T)
A29.7.2	Explanation of Terms	<b>9</b>	(T)
A29.7.3	Terms and Conditions	<b>10</b>	(T)
A29.7.4	Application of Rates	<b>11</b>	(T)
A29.7.5	Connections	<b>13</b>	(T)
A29.7.6	Rates and Charges	<b>14</b>	(T)

---

## A29. DATA TRANSPORT SERVICE

### A29.1 Derived Data Channel Service

#### A29.1.1 General

- A. Derived Data Channel Service (DDCS) provides full-duplex asynchronous or synchronous data transmission at a rate of 2.4 Kbps utilizing data over voice and sub-rate multiplexing technology. A Derived Data Channel is provided between a customer's premises and that customer's serving central office. A sub-rate multiplexed interface is provided in the serving central office for multiplexing multiple Derived Data Channels into a single interface. DS0-B Transport Facilities are provided for interconnection of the sub-rate multiplexed interface to a Company-provided data service or to data services provided by others.
- B. The *terms, conditions* and rates specified herein are in addition to the applicable *terms, conditions* and rates specified in other sections of this Guidebook. (T)
- C. DDCS is offered for intraLATA use only.

#### A29.1.2 Terms and Conditions (T)

- A. Explanation of Terms
  1. Asynchronous Transmission - Transmission in which time intervals between transmitted characters may be of unequal length but time intervals between bits within a character are fixed. Transmission is controlled by start and stop elements (bits) at the beginning and end of each character.
  2. Derived Data Channel - A data channel derived from a local exchange facility utilizing data/voice multiplexing (DVM) equipment. A derived data channel is provided between a customer's premises and that customer's serving central office.
  3. DS0-B Interface - A central office sub-rate multiplexed interface that provides a 4-wire DS0 output signal for interconnection to a Company-provided data service or to data services provided by others. The 4-wire DS0 output signal is at 64 Kbps and conforms to standard DDS (Digital Data System) signal format.
  4. DS0-B Transport Facilities - The DS0-B Access Channel and DS0-B Interoffice Channel are utilized to interconnect the DS0-B Interface to a Company-provided data service or to data services provided by others.
  5. Sub-rate Multiplexing - The process for separating a 64 Kbps DS0 signal into individual channel groups of lower transmission speeds (i.e., twenty channels at 2.4 Kbps, in this application).
  6. Synchronous Transmission - Transmission of data based upon a timing mechanism in which data is transmitted at fixed intervals.
- B. Basis of Offering
  1. A Derived Data Channel provides full-duplex asynchronous or synchronous data transmission at the speed of 2.4 Kbps over a compatible two-wire facility.
  2. The central office DVM equipment provides sub-rate multiplexing into a standard DS0-B interface for a group composed of a maximum of twenty Derived Data Channels.
  3. The customer's Derived Data Channel must be associated with a DS0-B Interface. This association requires coordination between the subscriber of the Derived Data Channel and the subscriber of the DS0-B Interface.
  4. DDCS can be interconnected to compatible Company-provided data services or to data services provided by others.

**Pages 1.1 through 1.4 are hereby deleted in their entirety and removed from this Guidebook**

(N)

---

## A29. DATA TRANSPORT SERVICE

### A29.1 Derived Data Channel Service (Cont'd)

(M1)

#### A29.1.2 Terms and Conditions (Cont'd)

(T)(M1)

##### B. Basis of Offering (Cont'd)

(M1)

5. DDCS is provided under the following terms and conditions. (M1)
  - a. The customer will be responsible for selecting his own Customer Premises Equipment (CPE) for data/voice multiplexing. Customer-provided terminal equipment must be compatible with the Company-provided terminating equipment at the central office. Network interface specifications are contained in BellSouth Technical Reference Publication 73548 for DVM equipment and BellSouth Technical Reference Publication 73548, Addendum 1, for access to a DSO-B interface. These publications are available from the Information Exchange Manager, **AT&T**, Documentations Operations, North W5A1, 3535 Colonnade Parkway, Birmingham, Alabama 35243. (T)(M1)
  - b. The customer will be responsible for installation, maintenance and testing of CPE. (M1)
  - c. The customer must be prepared to activate his portion of service in a timely manner as mutually agreed with the Company. If joint testing is required, each party must be prepared to test on the negotiated date. (M1)
  - d. The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary. (M1)
  - e. The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes in his equipment, and schedule cooperative testing for cutover if required. (M1)
  - f. Company dispatches to customer premises caused by CPE trouble will be handled in accordance with standard Company procedures. The Company does not assume responsibility for the compatibility or suitability of CPE. (M1)
6. DDCS is provided subject to the availability of appropriate network facilities and equipment and subject to the transmission limitations of the facilities and equipment used by the Company. (M1)
7. The minimum service period for a Derived Data Channel is twelve months. In the event service is discontinued at the customer's request within the minimum service period, a termination charge is applicable as of the date service is terminated. This charge is equal to fifty percent (50%) of the following: the number of months remaining in the service period times the monthly rate for a Derived Data Channel. The minimum service period for the other DDCS *guidebook* elements is one month. (T)(M1)
8. Suspension of service is not allowed. (M1)

(M2)

---

## A29. DATA TRANSPORT SERVICE

### A29.1 Derived Data Channel Service (Cont'd)

(T)(M)

#### A29.1.2 Terms and Conditions (Cont'd)

(M)

##### C. Application of Rates

(M)

1. The Derived Data Channel charge provides the central office DVM terminating equipment. The customer must also subscribe to a compatible two-wire exchange line (e.g., business exchange line, Centrex Type Services main station line). This two-wire exchange line charge and its associated rates and charges are in addition to Derived Data Channel Service rates and charges. (M)
2. The DS0-B Interface charge is applicable for each group of a maximum of twenty multiplexed Derived Data Channels. Each of the twenty channels in a DS0-B Interface channel group operates at a bit rate of 2.4 Kbps, and are sub-rate multiplexed to provide a single 4-wire DS0 output signal at 64 Kbps. (M)
3. DS0-B Transport Facilities charge(s) will apply with each subscription to a DS0-B Interface. The DS0-B Transport Facilities provide transmission of the DS0-B Interface 4-wire DS0 output signal to a data service provider or compatible Company-provided data service. These facilities are available for use with DDCS only and are applicable as follows: (M)
  - a. A DS0-B Access Channel is required for transmission of the DS0-B Interface 4-wire DS0 output signal to the data service provider or compatible Company-provided data service. The DS0-B Access Channel is furnished to interconnect the premises of a data service provider and the data service provider's serving central office. When connecting to a Company-provided data service, the DS0-B Access Channel connects the DS0-B Interface to the Company-provided data service. One DS0-B Access Channel is required with each DS0-B Interface. (M)
  - b. The DS0-B Interoffice Channel is applicable when the data service provider is not served by a DDCS-equipped central office, or when the Company-provided data service is not located in the same central office with the DS0-B Interface. (M)
4. Nonrecurring charges specified herein include service ordering and installation charges. (M)
5. Derived Data Channel Service is available on a month-to-month basis or under contract plan periods of twenty-four to forty-two months and forty-three to sixty months. The following conditions apply for the contract plans: (M)
  - a. Rates under contract plans will not be increased by Company initiative until the contract period expires. Rates in effect at the time the service is installed and/or as of the service order application date will be applicable until the contract expires. At the expiration date of the customer's contract plan option, the customer may select a new contract option at the current rates or revert to current rates on a month-to-month basis. (M)
  - b. A termination charge is applicable at the date of termination if the customer disconnects the service prior to fulfilling the period of the contract plan. The applicable charge is dependent on the contract period subscribed to and will be equal to fifty percent (50%) of the following: the number of months remaining in the contract period times the monthly rate provided under contract. (M)

**A29. DATA TRANSPORT SERVICE**

**A29.1 Derived Data Channel Service (Cont'd)**

**A29.1.3 Rates and Charges**

**A. Derived Data Channel Service**

	Nonrecurring Charge	Month to Month	24 to 42 Months	43 to 60 Months	USOC	
1. Derived Data Channel						(M)
(a) Per channel at 2.4 Kbps	\$280.00	\$17.00	\$13.50	\$11.00	DAXPC	(M)
2. DS0-B Interface						(M)
(a) Per group of twenty Derived Data Channels	350.00	90.00	88.00	86.00	DAXP1	(M)
3. DS0-B Transport Facilities						(M)
a. DS0-B Access Channel						(M)
(1) Per DS0-B Interface						(M)
(a) Each	140.00	40.00	35.00	30.00	DAXP2	(M)
b. DS0-B Interoffice Channel						(M)
(1) Mileage rates, per DS0-B Access Channel						(M)
(a) Fixed	15.00	5.00	4.00	3.00	DAXPF	(M)
(b) Each mile or fraction thereof	-	1.00	.75	.50	DAXPM	(M)

**B. Move Charges**

- 1. Moves (M)
- a. A move involves a change in the physical location of one of the following: (M)
  - (1) The point of interface at the customer premises. (M)
  - (2) The customer's premises. (M)
- b. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building. (M)
  - (1) Moves Within the Same Building (M)
    - When the move is to a new location within the same building, the charge for the move will be an amount equal to one-half the nonrecurring charge for the affected service termination at the customer's premises. (M)
  - (2) To a Different Building (M)
    - Moves to a different building will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. However, DDCS will be provided at the new location subject to the availability of appropriate network facilities/equipment and subject to meeting DDCS technical specifications. (M)

---

## A29. DATA TRANSPORT SERVICE

### A29.2 Data Transport Access Channel Service

(T)

#### A29.2.1 General

(M)

- A. Data Transport Access Channel Service provides the data channel facilities between a customer's premises and a central office or between two central offices for access to Company provided central office data switched services or to other Enhanced Services, or for connection to other Company provided channel services. These services may also be utilized between two Enhanced Service Provider locations. (M)
- B. The *terms, conditions* and rates specified herein are in addition to the applicable *terms, conditions* and rates specified in other sections of this and other *guidebooks* of the Company. (T)(M)
- C. Channel services provided under the provisions of this Section are offered for intraLATA use only and may not be used in connection with Switched Access Service offered under the Access Services Tariff. (T)(M)

#### A29.2.2 Terms and Conditions

(T)

- A. Explanation of Terms (M)
  - 1. Analog - Transmission employing variable and continuous waveforms to represent information values, where interpretation by the receiver is an estimated approximation (quantization) of the encoded value. (M)
  - 2. Digital - Referring to communications procedures, techniques and equipment where information is encoded as either a binary "1" or "0"; the representation of information in discrete binary form, discontinuous in time, as opposed to the analog representation of information in variable, but continuous, waveforms. (M)
  - 3. Principal Central Office - The central office through which digital access channels are routed and where access is provided to such lines and associated equipment for testing purposes. (T)(M)
  - 4. Terminating Central Office - The central office or wire center where a Data Transport Access Channel terminates in order to connect to a Company provided central office switched data service or data transport service, or to access another compatible Data Transport Access Channel or other compatible channel services offered in this and other *guidebooks* of the Company. (T)(M)

**Page 5.1 is hereby deleted in its entirety and removed from this Guidebook**

(N)



## A29. DATA TRANSPORT SERVICE

### A29.2 Data Transport Access Channel Service (Cont'd)

#### A29.2.2 Terms and Conditions (Cont'd)

- |           |  |         |
|-----------|--|---------|
|           |  | (T)(M1) |
| <b>B.</b> | <b>Basis of Offering</b>   | (M1)    |
| 1.        | Data Transport Access Channels are provided for analog voice-grade or digital data transmission and are intended to be utilized with Company central office data switched services, other Company provided channel services or with Enhanced Services provided by others.  | (M1)    |
| 2.        | The basic access channel charge includes the access facility only. Data Terminating Equipment (DTE) may be required at the customer's premises and/or terminating central office depending on the type of service associated with the channel.   | (M1)    |
| 3.        | (DELETED)  | (M1)    |
| 4.        | An optional data set termination is provided at the central office. Central office data sets will be provided under the following terms and conditions:  | (T)(M1) |
|           | a. The Company will provide the customer with details of the type and manufacturer of central office data set to be used in each application.  | (M1)    |
|           | b. The customer will be responsible for selecting his own Customer Premises Equipment (CPE). Customer provided terminal equipment must be compatible with the Company provided data set at the central office.   | (M1)    |
|           | c. The Company will limit its selection of central office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment.  | (M1)    |
|           | d. The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.   | (M1)    |
|           | e. The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes in his equipment and schedule cooperative testing for cutover if required.                      | (M1)    |
|           | f. The customer will be responsible for installation, maintenance and testing of customer provided terminal equipment.   | (M1)    |
|           | g. The customer must be prepared to activate his portion of joint service in a timely manner as mutually agreed with the Company. If joint testing is required, each party must be prepared to test on the negotiated date.  | (M1)    |
|           | h. Company dispatches to customer premises caused by CPE troubles will be handled in accordance with standard Company procedures. Charges equal to the Trouble Location Charge will apply as appropriate. The Company does not assume responsibility for the compatibility or suitability of the customer's equipment. | (M1)    |
| 5.        | The Service Connection Charges specified herein are in lieu of the Service Charges specified in Section A4, except as noted.   | (M1)    |
| 6.        | Data Transport Access Channels are furnished for service 7 days per week, 24 hours per day, for a minimum period of one month.   | (M1)    |
| 7.        | These services are provided on a link basis from A29.2.3 and B3.2, B3.3 and B7.2 of the Private Line Guidebook.  | (M1)    |
| <b>C.</b> | <b>Types and Descriptions</b>  | (M1)    |
| 1.        | <b>Dial Access Channel Service</b>   | (M1)    |
|           | a. Provides central office line equipment and facilities in a terminating central office for calls between the local exchange network and a Company provided data switched service or for connection to a dedicated access analog channel service.   | (M1)    |
| 2.        | For dedicated access channels, see B3.2 and B3.3 of the Private Line Guidebook for Analog Channel Service and B7.2 for Digital Channel Service.  | (M1)    |
|           |  | (M2)    |

M1 - Material appearing on this page previously appeared on page(s) 1.3, 1.4 and 2 of this section.

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

---

## A29. DATA TRANSPORT SERVICE

### A29.2 Data Transport Access Channel Service (Cont'd)

#### A29.2.2 Terms and Conditions (Cont'd)

- D.** Application of Rates (T)(M1)
1. Dial Access Channels (M1)
    - a. Dial Access Channel Service always requires a Dial Access Line. One Dial Access Line is required for each line arranged in a multiline group. (M1)
    - b. Dial Access Lines arranged in multiline groups which would allow an incoming call to a line that is called to be completed over another line by means of central office equipment will require Business Rotary Line charges as specified in Section A13. (T)(M1)
  2. (DELETED) (M1)
  3. Optional Central Office Data Set
    - a. This option connects an Access Channel to a data set at a terminating central office. Several types of data set connections are provided according to the type of associated Access Channel and transmission speed desired by the customer.
    - b. The 2.4 Kbps Dial Central Office Data Set shown in A29.2.3.B.1.(c) following is capable of transmitting/receiving a data signal at the speed of 2.4 kbps. It also has an autobaud detection feature which allows it to adapt its speed to the speed of the call originating customer premises data set. In this autobaud mode, this data set functions at 2400/1200/300 bps.
    - c. The 9.6 Kbps Dial Central Office Data Set shown in A29.2.3.B.1.(d) following is capable of transmitting/receiving a data signal at the speed of 9.6 Kbps. It also has an autobaud detection feature which allows it to adapt its speed to the speed of the call originating customer premises data set. In this autobaud mode, this data set functions at 9600/2400/1200/300 bps.

(M2)

**A29. DATA TRANSPORT SERVICE**

**A29.2 Data Transport Access Channel Service (Cont'd)**

**A29.2.3 Rates and Charges**

		Nonrecurring Charge	Monthly Rate	USOC	
<b>A.</b>	Dial Access Channel Service				(M)
1.	Per Dial Access Line				(M)
	(a) Each	\$15.00	\$23.00	1DCVX	(M)
<b>B.</b>	Optional Central Office Data Set				(M)
1.	For Dial Access Channel Service				(M)
	(a) Transmission Speeds 300/1200 bps	-	27.00	PWD31	(M)
	(b) Transmission Speeds 300/1200 bps with call-back capability	-	68.00	PWW	(M)
	(c) Transmission Speed 2.4 Kbps	-	32.00	PWD24	(M)
	(d) Transmission Speed 9.6 Kbps	-	39.00	PWD96	(M)
2.	For Dedicated Access Channel Service - Analog				(M)
	(a) Transmission Speed 1.2 Kbps	-	25.15	PWJ12	(M)
	(b) Transmission Speed 2.4 Kbps	-	30.95	PWJ24	(M)
	(c) Transmission Speed 4.8 Kbps	-	61.95	PWJ48	(M)
	(d) Transmission Speed 9.6 Kbps	-	71.60	PWJ9+	(M)
3.	For Dedicated Access Channel Service - Digital				(M)
	(a) Transmission Speed 2.4 Kbps	-	32.90	PWP24	(M)
	(b) Transmission Speed 4.8 Kbps	-	33.85	PWP48	(M)
	(c) Transmission Speed 9.6 Kbps	-	37.75	PWP96	(M)
	(d) Transmission Speed 56.0 Kbps	-	43.55	PWP56	(M)
<b>C.</b>	(DELETED)				(M)
<b>D.</b>	Service Connection Charges				(M)
1.	Service Ordering Charges are applicable for receiving and recording information and/or taking action in connection with a customer's request and processing the necessary data. These charges include the engineering design function.				(M)
a.	Service Ordering Charges				(M)
	(1) Per Service Order				(M)
			<b>Nonrecurring Charge</b>	<b>USOC</b>	
	(a) Dial Access Line		\$51.00	NA	(M)

**A29. DATA TRANSPORT SERVICE**

	(M1)
<b>A29.3 Reserved for Future Use</b>	(M2)
<b>A29.4 FLEXSERV - Digital Access Cross Connect (Obsoleted, See Section A129.)</b>	(T)(M2)
<b>A29.5 (DELETED)</b>	(M2)
<b>A29.6 (DELETED)</b>	(M2)
<b>A29.7 Administrative Management Service (AMS)</b>	(M2)
<b>A29.7.1 Description of Service</b>	(M2)
<b>A. General</b>	(M2)
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. Although most Operation Support Systems (OSS) are optional on a nominal business day, AMS will be provided on a twenty-four hour basis for continuous usage of those systems that are accessible twenty-four hours.	(M2)
<b>B. Customer Access</b>	(M2)
Customers will have access to Administrative Management Service through a customer provided VT100 terminal with a choice of up to 2400 bits per second (bps) dial access or dedicated 9600 bps private line.	(M2)
<b>C. Maintenance and Operation</b>	(M2)
Due to the nature of Administrative Management Service it may be necessary to perform preventive and routine maintenance on the system. At such times, the customers will be notified in advance as to the time and duration of these outages.	(M2)
<b>A29.7.2 Explanation of Terms</b>	(M2)
<b>PRODUCT AND SERVICE INFORMATION</b>	(M2)
This function provides the following Central Office information: CLLI codes, switch type, V&H coordinates, network access lines, host information (if applicable), switch location and equal access information.	(M2)
<b>TROUBLE ENTRY/STATUS</b>	(M2)
This function offers mechanized access for the customer to electronically report and receive information about trouble reports and to record and track trouble reports.	(M2)
<b>SERVICE ORDER ENTRY</b>	(M2)
The customer will have access to a mechanized interface for use when ordering service.	(M2)
<b>MISCELLANEOUS MESSAGING</b>	(M2)
This service provides the customer with a communication path to designated Company locations.	(M2)
<b>BILLING INFORMATION</b>	(M2)
The customer will have access to his records, whereby he may gain information about his last and current bill amount and any payments or adjustments posted to date. He will also have access to his Customer Service record, which provides detailed information about his services provided by the Company.	(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, 15, 23, 26 and 27 of this section.

---

## A29. DATA TRANSPORT SERVICE

### A29.7 Administrative Management Service (AMS) (Cont'd)

#### A29.7.3 Terms and Conditions

##### A. Basis of Offering

Administrative Management Service will be available where appropriate facilities are available.

Administrative Management Service will provide the customer the following capabilities:

- Product and Service Information
- Trouble Entry/Status
- Service Order Entry
- Miscellaneous Messaging
- Billing Information

The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of Administrative Management Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

The Company will assist the customer in resolving any installation or day to day channel service problems. However, the Company does not assume responsibility for the compatibility or suitability of the customer's equipment.

Dispatches to customer premises caused by customer equipment troubles may result in a Trouble Location charge to the customer, as provided in A15.4.

##### B. Provision of Service

Customer access to Administrative Management Service may be either dial/shared or dedicated.

For dial/shared access, the customer will be required to provide a terminal, a modem, and dial tone at the premises. Provided the customer's premises resides in a Company LATA, the customer will dial a non-toll access number which furnishes access to AMS. If the customer's premises does not reside in a Company LATA, the customer must obtain an access line to a Company location from which the Company offers access to AMS. The AMS port will be assigned a seven-digit number to enable the customer to access this port. If a customer desires multiple telephone numbers to access AMS, an additional port charge will be required for each additional telephone number requested. Individual customer data will be kept secure via the AMS password security system.

Dedicated access will be provided at 9600 bps for a customer wanting continuous access to Administrative Management Service. The customer will be required to provide at the premises a terminal and a modem and to obtain a dedicated data circuit to a location designated by the Company at which the Company provides access to Administrative Management Service.

The customer will be responsible for installation, maintenance and testing of customer-provided terminal equipment.

##### C. Special Contract Assembly Arrangement

We reserve the right to develop unique customer applications should such requests occur.

---

## A29. DATA TRANSPORT SERVICE

### A29.7 Administrative Management Service (AMS) (Cont'd)

#### A29.7.4 Application of Rates

##### A. Service Establishment

For the initial establishment of each Administrative Management Service customer, a nonrecurring Service Establishment charge will apply. These charges do not apply for any subsequent Port Access additions.

##### B. Usage Charge

A recurring Usage charge is required based on the customer's estimate of the maximum number of transactions that will be performed per month. If this predetermined number of transactions is exceeded for any given month, then for that month an additional per transaction charge will apply to each transaction in excess of the estimated maximum.

##### C. User ID Charge

The User ID charge is a nonrecurring charge per customer.

##### D. Port Access

Port Access, which is required for each access capability desired by the customer, includes a nonrecurring charge and a recurring rate.

A customer desiring shared ports may request dial access to AMS. For dial access the Company will provide a local (non-toll) access number. This will allow the individual customer data to be kept secure via the Administrative Management Service password security system.

A customer desiring a dedicated access port to Administrative Management Service will be required to provide at the customer's premises a terminal and a modem and to obtain a 9600 bps private line to the location at which the Company provides access to Administrative Management Service. The charge for the private line is in addition to the charges for the dedicated access port.

##### E. Functions

Access to the required background OSS will be provided via the normal control network at each System.

- For each function described in A29.7.6.E.1 (a)-(e), a nonrecurring charge and a recurring rate apply.

##### F. Payment Schedules

1. Administrative Management Service is offered with the following payment periods:

Month to Month Payment Plan (One month option)

24 to 48 Month Term Payment Plan

49 to 72 Month Term Payment Plan<sup>1</sup>

2. Administrative Management Service customers may select variable payment periods under the Term Payment Plan.

3. The monthly rate for Administrative Management Service is dependent upon the payment period selected by the customer.

4. The monthly rate for Administrative Management Service under the Term Payment Plan for the periods of 24 to 48 or 49 to 72 months is not subject to Company initiated rate changes.

**Note 1:** Effective October 1, 2015, customers may not establish new term plans greater than 60 months, and existing term plans greater than 60 months may not be renewed or extended for a term greater than 60 months.

M1 - Material previously appearing on this page now appears on page(s) 9 of this section.

M2 - Material appearing on this page previously appeared on page(s) 28 and 29 of this section.

---

## A29. DATA TRANSPORT SERVICE

### A29.7 Administrative Management Service (AMS) (Cont'd)

#### A29.7.4 Application of Rates (Cont'd)

##### G. Expiration of Payment Period

1. Administrative Management Service customers must upon the expiration of their payment period:
  - a. Select a new payment period as offered in the current guidebook<sup>1</sup>, or
  - b. Revert to the current guidebook rates for the one-month payment option if the customer does not select a new payment period.<sup>1</sup>
2. An Administrative Management Service customer may at any time during his selected payment period re-subscribe for an equal or longer payment period at the current guidebook rates subject to the following conditions.
  - a. No credit will be given for payments made during the formerly selected period. Nonrecurring charges and installation charges will not be reapplied.
  - b. The new payment period begins with the billing date following the date the new payment period is requested.
  - c. No termination charge applies for the former payment period.
  - d. A Secondary Service Charge as specified in Section A4 will apply.
  - e. Selection of the new payment period must be from those currently available at the time of re-subscription.
3. An Administrative Management Service customer may at any time during his selected payment period subscribe for a payment period, shorter in length than the time remaining in the existing service agreement, subject to the following conditions:
  - a. No credit will be given for payments made during the formerly selected period. Nonrecurring charges and installation charges will not be reapplied.
  - b. The new payment period begins with the date requested.
  - c. A termination charge will be applied which represents 50 percent of the difference between the remaining amount of the longer contract and the total amount of the shorter contract.
  - d. A Secondary Service Charge as specified in Section A4 will apply.
  - e. Selection of the new payment period must be from those currently available at the time of re-subscription.

##### H. Termination Liability

1. One Month Payment Plan - there is no termination liability for this option other than the initial service period as specified in F.
2. Term Payment Plan Option - 50 percent of the remaining amount due.

##### I. Allowance for Interruptions

1. When service is interrupted due to a failure or malfunction of the Administrative Management Service, a pro rata adjustment of the appropriate Administrative Management Service monthly charges will be allowed at the request of the subscriber if the total system is unavailable for more than a twenty-four hour period and in accordance with the **terms and conditions** specified in Section A2.
2. No allowances will be granted for interruptions required to perform preventive or routine maintenance, or to perform software updates when the customer is notified at least twenty-four hours prior to such occurrences.

**Note 1:** A Secondary Service Charge as specified in Section A4 will apply.

---

## A29. DATA TRANSPORT SERVICE

### A29.7 Administrative Management Service (AMS) (Cont'd)

(M)

#### A29.7.5 Connections

(M)

##### A. Security

(M)

1. Extra security layers are provided which allow individual clients to customize access capabilities for each of their users. Both client information files and the Company computer systems are kept secure from intrusion. (M)
2. Administrative Management Service security uses the concept of a "user type", which is simply a variable referring to a subset of the service that can be accessed by a given customer. Every user of the system must be assigned a user type by the "admin" user during the process of adding the user to the system. (M)

##### B. System Recovery

(M)

Uninterrupted power supplies are provided to prevent unexpected system shutdowns due to commercial power failure. All processes will be smoothly terminated and all buffers written to disk before a shutdown is performed. Message queues, which have been built, will be saved to disk files so that any established host session can be reestablished as soon as the system is brought back up following power outages. (M)



**A29. DATA TRANSPORT SERVICE**

**A29.7 Administrative Management Service (AMS) (Cont'd)**

**A29.7.6 Rates and Charges**

- A. A Secondary Service Charge found in A4.2 will apply. (M)
- B. Basic Service includes the initialization of the customer's database and menu setup, multilevel security, and network administration aids. (M)

	Installation Charge	Month To Month	24 to 48 Months	49 to 72 <sup>1</sup> Months	USOC	
C. Administrative Management Service - Basic Service						(M)
1. Service Establishment						(M)
(a) Initial Setup	\$680.00	-	-	-	SESBC	(M)
2. Usage, per Month						(M)
(a) Up to 50 transactions	-	4.55	4.05	3.50	USD1X	(M)
(b) Up to 250 transactions	-	19.50	17.25	15.00	USD2X	(M)
(c) Up to 500 transactions	-	36.40	32.20	28.00	USD3X	(M)
				Charge		
(d) Excess over allocated monthly usage, per transaction				\$ .10	USDPX	(M)
3. User ID's, per Customer						(M)
(a) First 15			19.00		U1G1X	(M)
(b) Each Additional set of 5			19.00		U1GAX	(M)
	Installation Charge	Month To Month	24 to 48 Months	49 to 72 <sup>1</sup> Months		
D. Port Access						(M)
1. Per Access Capability						(M)
(a) Dial/Shared Access	\$225.00	\$100.00	\$ 88.00	\$ 76.00	MDQ	(M)
(b) Dedicated Access	240.00	161.00	143.00	124.00	MD6	(M)
E. Functions						(M)
1. Per Subscribed System						(M)
(a) Product and Service Information	625.00	56.25	49.75	43.25	MB5PM	(M)
(b) Trouble Entry/Status	305.25	51.75	45.75	39.80	MB5TX	(M)
(c) Service Order Entry <sup>2</sup>	205.00	31.25	27.60	24.00	MB5SX	(M)
(d) Miscellaneous Messaging	50.00	14.30	12.65	11.00	MB5MX	(M)
(e) Billing Information	255.00	39.50	40.25	35.00	MB5BX	(M)
<b>Note 1:</b>	Effective October 1, 2015, customers may not establish new term plans greater than 60 months, and existing term plans greater than 60 months may not be renewed or extended for a term greater than 60 months.					(M)
<b>Note 2:</b>	A Secondary Service Charge as specified in Section A4 will apply.					(M)

Pages 15 through 32 are hereby deleted in their entirety and removed from this Guidebook

---

**A117. OBSOLETE SERVICE OFFERINGS - *RESERVED FOR FUTURE USE***

(T)

CONTENTS

---

**A117. OBSOLETE SERVICE OFFERINGS – *RESERVED FOR FUTURE USE***

(T)

**Pages 2 through 4 are hereby deleted in their entirety and removed from this Guidebook**

(N)

**A119. (DELETED)**

**CANCELLATION PAGE <sup>1</sup>**

The following *guidebook* pages are cancelled as of *December 1, 2005*.

(T)

Future revisions of these pages will be Original Pages.

First Revised Page 2

Second Revised Page 3

**Note 1:** This page is part of a complete reissue of Section A119 in compliance with S814.

---

## A120. OBSOLETE SERVICE OFFERINGS - OPTIONAL CALLING PLANS

### CONTENTS

	<b>Page</b>	
<b>A120.1 MetroConnection Plan - MetroDiscount Service - Option 2</b>	1	
A120.1.1 General	1	
A120.1.2 Applications, <i>Terms and Conditions</i>	1	(T)
A120.1.3 Rates and Charges	2	

**A120. OBSOLETE SERVICE OFFERINGS - OPTIONAL CALLING PLANS**

**A120.1 MetroConnection Plan - MetroDiscount Service - Option 2**

**A120.1.1 General**

(Obsoleted 12-9-95, Type 4. MetroDiscount service Option 2 for the Mt. Ulla Community 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.)

(Obsoleted 9-13-96, Type 4. MetroDiscount service Option 2 for Triangle J 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.)

- A. This option is available to business customers.
- B. Option 2 provides a uniform \$.25 message rate charge on calls to any of the exchanges specified in A120.1.2.B for the subscriber's plan area. In addition, a fixed monthly charge is applicable for this service as specified in A120.1.3. Calls made to the expanded service area not covered by the MetroConnection Calling Plan will be billed usage rates as specified in A3.3.3. (T)
- C. This option includes itemized message billing.
- D. The MetroConnection Plan is subscribed to on a per line, trunk or Network Access Register (NAR) basis. Business subscribers to this plan must subscribe for all outgoing lines, trunks or NARs on the same premises assigned to the same account except as specified in A120.1.2.C.. (T)

**A120.1.2 Applications, Terms and Conditions** (T)

- A. The MetroConnection Plan is offered to subscribers in the following exchange as facilities permit:

<b>Mt. Ulla Community Plan Exchanges</b>	<b>Triangle J Plan Exchanges</b>
Salisbury	Cary Chapel Hill Raleigh

- B. The MetroConnection Plan provides calling options between the following exchanges:

<b>Mt. Ulla Community Plan Exchanges</b>	
<b>Salisbury</b>	- Mooresville, Troutman
<b>Triangle J Plan Exchanges</b>	
Cary	- Chapel Hill, Creedmoor, Durham and Hillsborough
Chapel Hill	- Cary, Creedmoor, Durham and Raleigh
Raleigh	- Chapel Hill, Durham and Hillsborough

- C. MetroDiscount Service available to all business customers served by the exchanges specified in A, on an optional basis, with the following exceptions. Customers who are subject to rates specified in A23.1.3 may subscribe to this service for administrative purposes, just as they may subscribe to Community Caller Plus service as provided in A23.1.1.D. Customers subscribing to Access Line Service For Payphone Service Provider Telephones may not subscribe to this service. (T)
- D. The MetroConnection Plan is intended for the personal use or individual business use of the subscriber and may not be resold to others or used on a planned and continuing basis to intentionally avoid the payment in whole or in part of expanded service area usage charges by others. Calls made to the expanded service area not covered by the MetroConnection Calling Plan will be billed usage rates as specified in A3.3.3.
- E. MetroDiscount Service is available on all customer direct dialed calls to the specified exchanges. MetroDiscount Service is not available on operator assisted calls.
- F. The minimum contract period for the service is one month.
- G. Customers who subscribe to the MetroConnection Plan can not restrict local calls to the Expanded Service Area via Customized Code Restriction Option #1 or Option #3.

---

## A122. OBSOLETE SERVICE OFFERINGS - CUSTOMER PAYMENT PLANS

### A122.1 Reserved for Future Use

### A122.2 Reserved for Future Use

### A122.3 ESSX Term Payment Plan

(Obsoleted 11-28-90, Type 4)

#### A122.3.1 General

- A. The *terms and conditions* specified herein are applicable to specific services as indicated in Section A112. (T)
- B. Equipment furnished under the ESSX Term Payment Plan (ETPP) is subject to all general *terms and conditions* applicable to the provision of service by the Company as stated elsewhere in this *Guidebook* except as herein after noted. (T)
- C. The ESSX Term Payment Plan is a payment plan which allows customers to pay a fixed rate for equipment over one of two optional payment periods. A different monthly rate applies for the duration of each period.
- D. The minimum payment period is one month, unless otherwise specified in the products section of the *Guidebook*. (T)
- E. During the effective term of a customer payment period, the monthly rate is not subject to Company-initiated change for payment periods longer than one month.

#### A122.3.2 Application of Rates and Charges

- A. The monthly rate applicable at the time a customer subscribes to a product under the ESSX Term Payment Plan is not subject to Company-initiated change during any optional payment period longer than one month.
- B. (DELETED)
- C. In the event that all or any part of the service is disconnected at customer 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 the product sections of the *Guidebook*. (T)
- D. 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 their payment period.
- E. Recurring rates and installation, termination, service establishment, Service Charges and other nonrecurring charges apply according to the appropriate schedules for products and services offered under the ESSX Term Payment Plan, and are *shown* elsewhere in this *Guidebook*. (T)

#### A122.3.3 Additions

- A. Equipment can be added to an existing system where facilities permit and at rates, charges, *terms and conditions* as stated in the products section of the *Guidebook*. (T)
- B. Termination charges for premature disconnection of added equipment will apply as set forth in A122.3.2.C.
- C. Additions are exempt from Company-initiated rate changes for all payment periods longer than one month.
- D. Installation, Service Charges, service establishment, feature establishment, and any other nonrecurring charges, as specified in the product *Guidebooks*, will apply to the added equipment. (T)

#### A122.3.4 Centrex-CO Conversion to ESSX Service

For conversions to ESSX-1 or ESSX-5 refer to the conversion *terms and conditions* as specified in Section A12. (T)

## A122. OBSOLETE SERVICE OFFERINGS - CUSTOMER PAYMENT PLANS

### A122.3 ESSX Term Payment Plan (Cont'd)

#### A122.3.5 Disconnects

- A. When equipment or facilities, i.e., station lines, etc., are disconnected from a system for which the current payment period is longer than one month, the expiration date of the remaining equipment and service will not be affected.
- B. Equipment or facilities disconnected from a system prior to the expiration date of the payment period for such equipment will require termination charges for premature disconnection if applicable.

#### A122.3.6 Moves of Equipment

- A. (DELETED)
- B. Station line moves (other than inside moves) will require disconnect of the station line at the existing location, with the application of all appropriate termination charges. Such moves would be treated as a new installation at the new location.

#### A122.3.7 Requests for Changes in Length of Optional Payment Period

- A. Subsequent to the establishment of service for an item furnished under a ESSX Term Payment Plan period and prior to the completion of that period, the existing payment period may be replaced by:
  - 1. 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:
    - a. No credit will be given for payments made during the formerly selected period. However, non-recurring charges will not be reapplied.
    - b. The new payment period begins with the date requested.
    - c. No termination charge applies for the former payment period.
    - d. A Service Charge will not apply.
  - 2. 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:
    - a. No credit will be given for payments made during the formerly selected period. However, non-recurring charges will not be reapplied.
    - b. The new payment period begins with the date requested.
    - c. A termination charge applies for the former payment period.
    - d. A Service Charge will not apply.

#### A122.3.8 Renewal Options

- A. The customer has the following renewal options:
  - 1. Prior to completion of the current payment period, any period available under the ETPP 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.
  - 2. Service may be continued on a month-to-month basis at the current rate for the one-month payment period, unless otherwise specified in product *Guidebooks*. 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. (T)
  - 3. 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 one-month payment period. (M)
- B. Service charges are not applicable for services renewed under the ESSX Term Payment Plan. Any new services added at the time of renewal will be subject to all appropriate service charges and other nonrecurring charges. (M)
- C. The Company may discontinue or change any or all renewal options. (T)(M)



---

## A122. OBSOLETE SERVICE OFFERINGS - CUSTOMER PAYMENT PLANS

### A122.3 ESSX Term Payment Plan (Cont'd)

(M)

#### A122.3.9 Supersedure

Service may be transferred to a new customer at the same location upon prior written concurrence by the new customer as specified in products section of the *Guidebook*. 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 the ESSX Term Payment Plan.

(T)

#### A122.3.10 Suspension of Service

Temporary suspension of service, as provided elsewhere in this *Guidebook* is not applicable to service furnished under the ESSX Term Payment Plan.

(T)

#### A122.3.11 Termination Liability

Termination charges as stated in the products section of the *Guidebook* are applicable as appropriate.

(T)

#### A122.3.12 Deferred Payment

- A. Payment of nonrecurring charges for ESSX 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 this paragraph.
1. The charges to be deferred must be among the following types:
    - a. Installation charges for items offered under ESSX Term Payment Plan only
    - b. Service Establishment
    - c. Feature Establishment
  2. The customer must select a payment period longer than one month.
  3. The total amount of nonrecurring charges as defined in A122.3.12.A may be deferred.
  4. The minimum amount deferrable per customer location (per Letter of Election) is \$25,000.01, (except corporations organized for profit, which may defer a minimum of \$2,000.00).
  5. 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 rate of interest for an executed agreement will remain the same throughout the life of the agreement.

**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

CONTENTS

<b>A124.1 Universal Emergency Number Service - 911</b>	<b>1</b>	
A124.1.1 Non-Unique Equipment	1	
A124.1.2 E911 PSAP Equipment	<b>8</b>	(T)
<b>A124.2 Enhanced Universal Emergency Number Services - E911</b>	<b>9</b>	(T)
A124.2.1 Rates and Charges	9	
A124.2.2 E911 Service Features and PSAP Equipment	<b>10</b>	(T)
A124.2.3 Enhanced Universal Emergency Number Services - E911	14	

**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES****A124.1 Universal Emergency Number Service - 911****A124.1.1 Non-Unique Equipment**

(Obsoleted 1-1-84, Type 4. Offered to 911 customers from existing stock, subject to availability.)

**A. Rates and Charges**

	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
1. Pushbutton Telephone Service				
a. Common Equipment				
(1) Common equipment capacity, consisting of power unit, mounting apparatus and cross connection fields, per customer premises.				
(a) Key as main service, first four lines, terminating in multi-button sets, each	<b>\$46.25</b>	<b>\$16.20</b>	<b>KSEKM</b>	
(b) Each additional line	<b>9.75</b>	<b>2.05</b>	<b>KSN</b>	
b. Line Equipment				
(1) Line equipment (includes pickup, hold and illumination with wink-hold) per central office, Centrex Type Services, PBX, FX and WATS line.				
(a) 2-wire, each	<b>5.75</b>	<b>1.80</b>	<b>KLD</b>	
2. Pushbutton Station Sets				
a. 6-button sets				
(1) Rotary dial desk stations				
(a) Each	<b>7.00</b>	<b>2.75</b>	<b>KVX+C</b>	
(2) Touch-Tone desk station				(T)
(a) Each	<b>7.00</b>	<b>3.50</b>	<b>KVX+T</b>	
b. 18-button sets				
(1) Rotary Dial Call Director				(T)
(a) Each	<b>18.75</b>	<b>11.60</b>	<b>KDS+R</b>	
c. 20-button sets				
(1) Touch-Tone station				(T)
(a) Each	<b>21.50</b>	<b>7.80</b>	<b>KV2+T</b>	
d. 24-button sets				
(1) Rotary Dial Call Director equipped with jack				(T)
(a) Each	<b>21.50</b>	<b>16.00</b>	<b>KUW+R</b>	
e. 30-button sets				
(1) Rotary dial 400 key mounting				
(a) Each	<b>29.75</b>	<b>16.45</b>	<b>8AF+X</b>	
(2) Rotary dial 400 key mounting equipped with jack				
(a) Each	<b>29.75</b>	<b>18.40</b>	<b>KJD+X</b>	
f. Over 30-buttons				(M)
(1) Each additional 6-button unit (maximum of 15)				(M)
(a) Each	<b>10.00</b>	<b>2.40</b>		(M)

**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

**A124.1 Universal Emergency Number Service - 911 (Cont'd)**

**A124.1.1 Non-Unique Equipment (Cont'd)**

**A. Rates and Charges (Cont'd)**

**2. Pushbutton Station Sets (Cont'd)**

**g. Application of Move Charges**

- (1) The inside move of a set at the request of the customer from one location to another within the same building is subject to a move charge as specified following.
- (2) For moving a key station line, a move charge equal to the appropriate installation charge in Section A10.3.2 applies.
- (3) For moving key telephone service common equipment, charges based on cost apply.
- (4) Where the customer requires uninterrupted service such that the set must actually be replaced rather than moved to satisfy the request, rates and charges for a new installation as shown in Section A124.1.1 apply in lieu of move charges.

**h. Application of Change Charges**

- (1) To change a set to one of a different style, color, or button capacity, a change charge equal to the installation charge from Section A124.1.1 applicable to the new set applies.
- (2) A change charge equal to the appropriate installation charge from Section A10.3.2 applies to the station line when the set capacity is changed.

**i. Application of Miscellaneous Nonrecurring Charges**

- (1) A rearrangement charge applies when a line appearance in an existing set is added, removed, rearranged in sequence of appearance, or changed to permit pickup of a different line number or code. This charge does not apply when an installation or change charge applies to the set. When a line appearance is being removed from a set because the line is being disconnected from the service entirely, no rearrangement charge will apply for the removal of the line appearance. However, rearrangements made necessary by the removal of the line appearance are subject to the charge.

**j. Move Charges**

- (1) Per key station moved

	<b>Nonrecurring</b>	
	<b>Charge</b>	<b>USOC</b>
(a) 6-button station, each	<b>\$ 7.00</b>	<b>NA</b>
(b) 18-button station, each	<b>17.00</b>	<b>NA</b>
(c) 20-button station, each	<b>12.00</b>	<b>NA</b>
(d) 24-button station, each	<b>19.25</b>	<b>NA</b>
(e) 30-button station, each	<b>21.75</b>	<b>NA</b>

(M)

**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

**A124.1 Universal Emergency Number Service - 911 (Cont'd)**

**A124.1.1 Non-Unique Equipment (Cont'd)**

**A. Rates and Charges (Cont'd)**

**2. Pushbutton Station Sets (Cont'd)**

**k. Miscellaneous Nonrecurring Charges**

**(1) Per rearrangement**

	<b>Nonrecurring Charge</b>	<b>USOC</b>
(a) Rearrangement charge, per line appearance rearranged, added, or removed, each	<b>\$ 2.50</b>	<b>LRC</b>
(b) Audible signal rearrangement charge, per rearrangement, each	<b>3.50</b>	<b>SRZ</b>
(c) Handset or faceplate change charge, each	<b>2.50</b>	<b>NA</b>
(d) Call Director conversion charge, from 12 to 18 buttons, or from 24 to 30 buttons, per 6-button strip added, each	<b>9.75</b>	<b>KD6</b>
(e) Drop and remount charge, per station, each	<b>14.50</b>	<b>DMGRM</b>

(T)

	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>
<b>3. Dial Intercommunicating and Signaling</b>			
<b>a. Selector Arrangement</b>			
(1) Intercommunicating line with one talking path, selector unit, audible signal at each station and busy lamp control unit.			
(a) First 10 stations <sup>1</sup>	<b>\$19.25</b>	<b>\$7.85</b>	<b>DA6</b>
<b>b. One Digit Nine Station Arrangement</b>			
(1) Intercommunicating line with one talking path, selector unit, audible signal at each station and busy lamp control unit			
(a) Each <sup>1</sup>	<b>9.75</b>	<b>7.25</b>	<b>1KC</b>
<b>4. Optional Features</b>			
<b>a. Exclusion</b>			
(1) Manual Exclusion			
(a) Manual operation and automatic restoral, per telephone equipped	<b>9.75</b>	<b>1.45</b>	<b>XCL</b>

**Note 1:** Equipment work charge applicable for each inside move or change.

**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

**A124.1 Universal Emergency Number Service - 911 (Cont'd)**

**A124.1.1 Non-Unique Equipment (Cont'd)**

**A. Rates and Charges (Cont'd)**

	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>Basic Termination Charge</b>	<b>USOC</b>	
5. 310 switching system (Private Branch Exchange Dispatch Service)					
a. 100-line basic system (equipped for 40 lines) <sup>1</sup>					
(1) Without conferencing					
(a) Each	<b>\$14,994.00</b>	<b>\$1,068.35</b>	<b>\$19,185.00</b>		<b>3E3</b>
b. Per 10 additional lines-per system <sup>1</sup>					
(1) Without conferencing <sup>2</sup>					
(a) Each	<b>1,496.00</b>	<b>89.10</b>	-		<b>3G3</b>
c. Console positions, 100 line basic console (equipped for 40 lines) <sup>1</sup>					
(1) Per Touch-Tone Console					(T)
(a) Each	<b>4,202.50</b>	<b>340.70</b>	<b>6,720.00</b>	<b>3L3+T</b>	(T)
(2) Per 10 additional lines - per Touch-Tone console <sup>2</sup>					(T)
(a) Each	<b>256.50</b>	<b>25.95</b>	-	<b>3M3+T</b>	
6. Special Service Arrangements					
a. Case No. 20-02.478 - C. S. 6-16-78					
(1) Ringback feature for 310 Switching System one per attendant console					
(a) Each	<b>184.00</b>	<b>2.65</b>	-	<b>ZZ1NX</b>	
		<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
7. Miscellaneous Service Arrangements					
a. Touch-Tone Calling Service					(T)
(1) Dial Selective Intercommunicating Systems					
(a) Common Equipment - one digit nine station, selector, single link or two-link arrangements	<b>\$12.00</b>		<b>\$9.60</b>	<b>TDP</b>	
8. Voice Communicating Equipment					
a. Special audible or visual signals and signaling arrangements					
(1) Station Apparatus					
(a) Standard telephone set, each <sup>3</sup>		<b>17.50</b>	<b>1.85</b>	<b>PT2++</b>	
<b>Note 1:</b> Basic Termination Liability - 60 Months					
<b>Note 2:</b> Installation charge applicable only when added subsequent to initial installation.					
<b>Note 3:</b> Equipment work charge applies per inside move or change.					

**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

**A124.1 Universal Emergency Number Service - 911 (Cont'd)**

**A124.1.1 Non-Unique Equipment (Cont'd)**

**A. Rates and Charges (Cont'd)**

	<b>Monthly Rate</b>	<b>USOC</b>	
9. Auxiliary Equipment			
a. Trimline Telephones			(T)
(1) Rotary Dial			
(a) Each <sup>1</sup>	<b>\$2.90</b>	<b>TML++</b>	
(2) Touch-Tone Dial			(T)
(a) Each <sup>1</sup>	<b>3.65</b>	<b>TML++</b>	
b. Standard Telephone Set			
(1) Rotary Dial			
(a) Each <sup>1</sup>	<b>1.20</b>	<b>TEL++</b>	
(2) Touch-Tone Dial			(T)
(a) Each <sup>1</sup>	<b>1.85</b>	<b>TEL++</b>	
	<b>Installation Charge</b>		
c. Operator Sets			
(1) Headset equipped with automatic switch gain control			
(a) Attendant Type, each	<b>\$ 7.25</b>	<b>5.30</b>	<b>36A</b>
(b) Attendant Type, optional pricing plan, each	<b>96.75</b>	<b>3.90</b>	<b>36K</b>
d. Signaling Equipment			
(1) Tone Ringers-provides selection of loud or low tone and cutoff for persons with impaired hearing			
(a) Each <sup>1</sup>	-	<b>3.95</b>	<b>BCY</b>
(2) Bell Chime Ringer			(T)
(a) Provides selection of low or high volume bell or chime signal, each	-	<b>1.75</b>	<b>BEC</b>
(3) Each Buzzer			
(a) External <sup>1</sup>	<b>9.75</b>	<b>.95</b>	<b>BEA</b>
(4) Signals with self-contained non-continuous control equipment			
(a) Xylophone signal, indoor, 980 cycle each <sup>1</sup>	-	<b>3.85</b>	<b>CHH</b>
(5) Lamps			
(a) Single Modular Lamp Indicator <sup>1</sup>		<b>1.65</b>	<b>4LA</b>
<b>Note 1:</b> Equipment work charge applies per inside move or change.			

**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

**A124.1 Universal Emergency Number Service - 911 (Cont'd)**

**A124.1.1 Non-Unique Equipment (Cont'd)**

**A. Rates and Charges (Cont'd)**

**9. Auxiliary Equipment (Cont'd)**

	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>
e. Volume Control Equipment			
(1) Volume Control Set for			
(a) Impaired Hearing Handset, each <sup>1</sup>	-	\$ .60	VLN+X
f. Interface Arrangements			
(1) Phone Patch			
(a) For use with any telephone sets that have exclusion keys, per telephone instrument so equipped <sup>1</sup>	<b>\$43.50</b>	<b>3.40</b>	<b>POP</b>
	<b>Monthly Rate</b>	<b>Basic Termination Charge</b>	
g. Message Register Equipment			
(1) Message Registers for single line usage			
(a) To register all incoming calls answered and all outgoing calls made per line, each (BTC-60 Months)	<b>\$6.50</b>	<b>\$40.00</b>	<b>43B</b>
(b) To register all incoming calls answered per line, each (BTC-60 Months)	<b>7.15</b>	<b>40.00</b>	<b>MRU</b>
(2) Message Register Cabinet			
(a) Cabinet with Plexi-Glass front having capacity for 40 message registers, each (BTC-60 Months)	<b>8.60</b>	<b>30.00</b>	<b>MHX</b>

**Note 1:** Equipment work charge applies per inside move or change.

(M)



**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

**A124.1 Universal Emergency Number Service - 911 (Cont'd)**

**A124.1.1 Non-Unique Equipment (Cont'd)**

**A. Rates and Charges (Cont'd)**

10. Connection of Terminal Equipment and Communications Systems (T)

	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
a. Voice connecting arrangement for connection of voice transmitting and/or receiving equipment or communications system.				(M1)
(1) External Unit (Including Switchhook Control Key)				(M1)
(a) Each	\$19.25	\$1.15	QKT	(M1)
b. Connection of voice transmitting and/or receiving terminal equipment for recording of two-way telephone conversations.				(T)(M1)
(1) Recorder Connector Equipment without an Automatic Recorder Tone Device (for use with; (1) Public Fire and Police Departments for recording emergency local or toll calls; (2) Private Line Service which has no connection with exchange or toll systems or (3) for recording incoming messages only.				(M1)
(a) Each	4.75	1.05	RCW	(M1)
(2) Recorder connector equipment with an automatic recorder tone device including amplifier filter unit.				
(a) Each	20.25	5.70	RCZ	
(3) Equipment for use of recorder with more than one telephone				
(a) Each	-	.95	44K	

11. Teleprinters

a. 43 Teleprinters

(1) 43 Teleprinters, receive only (RO)

	<b>One-Time Payment</b>	<b>TIER A Monthly Rate</b>			<b>TIER B</b>	
		<b>12 Months</b>	<b>24 Months</b>	<b>36 Months</b>	<b>Monthly Rate</b>	<b>USOC</b>
(a) Sprocket Feed, EIA each <sup>1</sup>	\$1,994.60	\$173.50	\$90.50	\$62.90	\$20.70	43LYS

(M2)

**Note 1:** Inside move or change charges at rates based on cost.

M1 - Material appearing on this page previously appeared on page(s) 6 of this section.  
 M2 - Material previously appearing on this page now appears on page(s) 8 of this section.

**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

**A124.1 Universal Emergency Number Service - 911 (Cont'd)**

**A124.1.2 E911 PSAP Equipment**

Obsolated 11-6-85, Type 4. Not offered to customers who have contracted for new or additional equipment on or after the specified obsolescence date. Units in service on this date may be continued in service at the same location or units contracted for before this date may be subsequently installed and maintained at the initial location until such time units are discontinued or can no longer be satisfactorily maintained.

- A. General** (M)
- 1. Existing *guidebook* provisions as provided in Section A24 and other sections of this *Guidebook* apply for provision of Emergency Reporting Services with the exception of rates and charges for the PSAP equipment obsoleted in A124.1. (T)(M)
- 2. Rates and charges for any modernization or growth planned by any customer to the existing in-place E-911 System will be as specified in A24.1.4.D. (T)(M)
- B. Rates and Charges** (T)
- 1. PSAP Equipment (T)

	<b>Service Establishment Charge</b>	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
a. Automatic Number Identification Feature					(T)
(1) Master controller providing common equipment, wiring and trunk equipment for up to four incoming lines and/or four display units, (maximum one per system)					(M)
(a) Each	<b>\$670.00</b>	<b>\$6,419.75</b>	<b>\$353.45</b>	<b>E9S2X</b>	(M)
(2) Auxiliary controller providing common equipment and wiring for next eleven incoming lines and/or display units (maximum one per system)					
(a) Each	-	<b>1,767.25</b>	<b>90.05</b>	<b>E9E2X</b>	
(3) Additional trunk equipment (required with Auxiliary Controller) for up to four incoming lines units (maximum three per system)					
(a) Each	-	<b>542.25</b>	<b>27.10</b>	<b>E9Y2X</b>	
(4) Display and transfer unit (maximum 15 per system)					
(a) Each	<b>14.00</b>	<b>441.50</b>	<b>22.25</b>	<b>E9U2X</b>	
(5) Commercial power conversion unit (optional)					
(a) Each	-	<b>1,060.25</b>	<b>53.25</b>	<b>E9P2X</b>	
b. Automatic Location Identification Feature					
(1) Master controller for up to three ALI display units (maximum one per system)					
(a) Each, installed at same time as ANI equipment.	<b>1,140.00</b>	<b>8,133.75</b>	<b>430.90</b>	<b>E8L2X</b>	
(2) Auxiliary controller for up to four additional ALI display units (maximum three per system)					
(a) Each	-	<b>915.00</b>	<b>46.50</b>	<b>E8N2X</b>	
(3) Display unit (maximum fifteen per system)					
(a) Each	<b>9.00</b>	<b>1,143.50</b>	<b>58.10</b>	<b>E8P2X</b>	
(4) Interior wiring					
(a) Per display unit	-	<b>16.50</b>	<b>.95</b>	<b>E8Q2X</b>	

**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

**A124.2 Enhanced Universal Emergency Number Service-E911**

(T)

**A124.2.1 Service Features**

Obsoleted 9-04-86, Type 4. Not offered to customers who have contracted for new E911 Systems or additional E911 service features on or after the specified obsolescence date except as detailed below. Those customers which have in excess of 100,000 population and have appropriate central office facilities may elect to receive service under this *Guidebook* or A24.1.4.D.3. Those customers who have contracted for an E911 System before this date or those customers having existing E911 Service may elect to retain their existing rate plan or may elect to accept the rates specified in A24.1.4.D.3.

(T)

**A. Rates and Charges**

- 1. Per 1000 access lines<sup>1,2</sup>

	<b>Service Establishment Charge</b>	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>
(a) Automatic Number Identification	<b>\$ 465.00</b>	-	<b>\$38.75</b>	<b>E8X</b>
(b) (See Section A24.)				
(c) Combined Automatic Number Identification and Selective Routing	<b>1,560.00</b>	-	<b>87.15</b>	<b>E8T</b>
(d) Combined Automatic Number and Location Identification	<b>1,490.00</b>	-	<b>90.05</b>	<b>E8V</b>
(e) Combined Automatic Number and Location Identification and Selective Routing	<b>1,610.00</b>	<b>\$48.50</b>	<b>98.75</b>	<b>E8Z</b>

(M)

**Note 1:** Rounded to nearest 1000 access lines (excluding all types of WATS terminations). This count is based upon the maximum number of the above stated access lines in service during the most current twelve month period at the time service is established. This count will be adjusted in a like manner thereafter, for purposes of updating customer billing, with the applicable twelve month period being the twelve months ending each calendar year. For each Service Feature, where the count of access lines has been adjusted upward, a service establishment charge applies for each 1000 access lines so adjusted (after rounding).

**Note 2:** E911 Systems installed for customers whose serving area has a population of less than 100,000 and without the appropriate central office facilities required for an E911 installation are required to bear the additional monthly charges which may result from provision of such a system.

**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

**A124.2 Enhanced Universal Emergency Number Service-E911 (Cont'd)**

**A124.2.2 E911 Service Features and PSAP Equipment**

Obsoluted 7-03-90, Type 4. Not offered to customers who have contracted for new or additional equipment on or after the specified obsolescence date. Those customers who have contracted for an E911 System before this date or those customers having existing E911 Service may elect to retain their existing rate plan or may elect to convert to rates specified in A24.1.4.D.3. If a customer elects to convert, no nonrecurring charges would apply; only a Secondary Service Charge. (T)(M)

**A. General**

1. Existing *Guidebook* provisions as provided in Section A24 and other sections of this *Guidebook* apply for provision of Emergency Reporting Services with the exception of rates and charges for the service features and PSAP equipment obsoleted in A124.1. (T)
2. Rates and charges for any modernization or growth planned by any customer to the existing in-place E-911 System will be as specified in A24.1.4.D. (T)

**B. Rates and Charges**

1. Service Features

- a. The following features are provided on a tiered structure based on the total number of Access Lines located within the boundaries of a customer's E911 System, including access lines served by incumbent local exchange companies or wireless carriers. Rates and charges will be applicable for the following Tiers:<sup>1,2</sup>

- Tier I - 1,000 to 20,000 Access Lines
- Tier II - 21,000 to 40,000 Access Lines
- Tier III - 41,000 to 100,000 Access Lines
- Tier IV - Greater than 100,000 Access Lines

	<b>Service Establishment Charge</b>	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
(1) Combined Automatic Number and Location Identification					
(a) Tier III, per 1000 Access Lines	<b>\$2,000.00</b>	-	<b>\$130.00</b>		<b>9UQ3X</b>
(b) Tier IV, per 1000 Access Lines	<b>2,000.00</b>	-	<b>100.00</b>		<b>9UQ4X</b>
(2) Automatic Location Identification provided for Access Lines served by incumbent local exchange companies in jurisdictions where the Company is the provider of the E911 Service <sup>3</sup>					
(a) Tier I, per 1000 Access Lines	<b>2,200.00</b>	-	<b>260.00</b>		<b>9U51X</b>
(b) Tier II, per 1000 Access Lines	<b>2,100.00</b>	-	<b>190.00</b>		<b>9U52X</b>
(c) Type III, per 1000 Access Lines	<b>1,900.00</b>	-	<b>110.00</b>		<b>9U53X</b> (M)
(d) Tier IV, per 1000 Access Lines	<b>1,800.00</b>	-	<b>90.00</b>		<b>9U54X</b> (M)

**Note 1:** Rounded to nearest 1000 access lines per service feature per company (excluding all types of WATS terminations). This count is based upon the number of access lines in service at the time service is established. This count will be adjusted annually for purposes of updating customer billing. For each service feature, where the count of access lines has been adjusted upward a service establishment charge applies for each 1000 access lines so adjusted (after rounding).

**Note 2:** For selection of the appropriate tier or tiers for an E911 System, A24.1.1.C also applies. (T)

**Note 3:** Where this feature is provided, combined Automatic Number Identification plus access line update information for access lines served by incumbent local exchange companies is also required. See 2.b.(1). (T)

---

**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

**A124.2 Enhanced Universal Emergency Number Service-E911 (Cont'd)**

**A124.2.2 E911 Service Features and PSAP Equipment (Cont'd)**

**B. Rates and Charges (Cont'd)**

**1. Service Features (Cont'd)**

(M)

**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

**A124.2 Enhanced Universal Emergency Number Service-E911 (Cont'd)**

**A124.2.2 E911 Service Features and PSAP Equipment (Cont'd)**

**B. Rates and Charges (Cont'd)**

	Service Establishment Charge	Installation Charge	Monthly Rate	USOC	
1. Service Features (Cont'd)					
b. The following features are provided on a non-tiered structure based on the total number of Access Lines in wire centers serving the 911 System or Systems.					
(1) Combined Automatic Number Identification plus Access Line update information for Access Lines served by the Company or incumbent local exchange companies					
(a) Per 1000 Access Lines <sup>1,2</sup>	\$ 500.00	-	\$ 75.00	E15	
2. PSAP Equipment					
a. Automatic Number Identification Feature					
(1) Master controller providing common equipment, wiring and trunk equipment for up to four incoming lines and/or four display units (maximum one per system)					
(a) Each	1,050.00	\$15,000.00	640.00	E9S	
(2) Auxiliary controller providing common equipment and wiring for next eleven incoming lines and/or display units (maximum one per system)					
(a) Each	-	3,000.00	200.00	E9E	
(3) Additional trunk equipment (required with Auxiliary Controller) for up to four incoming line units (maximum three per system)					
(a) Each	-	1,500.00	65.00	E9Y	
(4) ANI display and transfer unit (maximum 15 per system)					
(a) Each	23.00	1,000.00	48.00	E9U	
(5) ANI commercial power conversion unit (optional)					(M)
(a) Each	-	2,000.00	121.00	E9P	(M)
<b>Note 1:</b>	Rounded to nearest 1000 access lines per service feature per company (excluding all types of WATS terminations). This count is based upon the number of access lines in service at the time service is established. This count will be adjusted annually for purposes of updating customer billing. For each Service Feature, where the count of access lines has been adjusted upward a service establishment charge applies for each 1000 access lines so adjusted (after rounding).				
<b>Note 2:</b>	The rates quoted herein presume ANI capability and the compatibility of the data from such systems between the serving companies. Accordingly, when two or more local exchange companies participate in providing the 911 system to the customer and extraordinary costs are required to provide ANI capability or compatibility, additional charges may be applicable. Such charges will be processed in accordance with Section A5.				(T)

**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

**A124.2 Enhanced Universal Emergency Number Service-E911 (Cont'd)**

**A124.2.2 E911 Service Features and PSAP Equipment (Cont'd)**

**B. Rates and Charges (Cont'd)**

**2. PSAP Equipment (Cont'd)**

(M1)

	<b>Service Establishment Charge</b>	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>
b. Automatic Location Identification Feature				
(1) Master controller for up to five ALI display units (maximum one per system)				
(a) Each, installed at same time as ANI equipment	<b>\$5,500.00</b>	<b>11,000.00</b>	<b>570.00</b>	<b>E8L</b>
(2) Auxiliary controller for up to five additional ALI display units (maximum eight per system)				
(a) Each	-	<b>1,000.00</b>	<b>53.00</b>	<b>E8N</b>
(b) One-time charge with addition of sixteenth ALI display unit	<b>9,400.00</b>	-	-	<b>E8N</b>
(3) ALI display unit (maximum forty-five per system)				
(a) Each	<b>15.00</b>	<b>1,400.00</b>	<b>80.00</b>	<b>E8P</b>
(4) Interior wiring				
(a) Per display unit	-	<b>20.00</b>	<b>1.60</b>	<b>E8Q</b>
c. (DELETED)				

**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

**A124.2 Enhanced Universal Emergency Number Service-E911 (Cont'd)**

**A124.2.3 Enhanced Universal Emergency Number Services - E911 (Cont'd)**

**B. Rates and Charges (Cont'd)**

**3. PSAP Equipment - Schedule II Rates (Cont'd)**

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>
a. Automatic Number and Location Identification Feature (Cont'd)			
(4) ANI display and transfer unit (maximum fifteen per system)			
(a) Each	<b>\$ 8.00</b>	<b>\$ 46.00</b>	<b>E9U89</b>
(5) ANI commercial power conversion unit (optional)			
(a) Each	<b>10.00</b>	<b>107.00</b>	<b>E9P89</b>
b. Automatic Location Identification Feature			
(1) Master controller, with computer aided dispatch (CAD) interface, for up to five ALI display units (maximum one per system)			
(a) Each, installed at same time as ANI equipment	<b>31.00</b>	<b>453.00</b>	<b>E8L89</b>
(2) Auxiliary common equipment for up to five additional ALI display units (maximum eight per system)			
(a) Each	<b>5.00</b>	<b>413.00</b>	<b>E8N89</b>
(3) ALI display unit (maximum forty-five per system)			
(a) Each	<b>5.00</b>	<b>56.00</b>	<b>E8P89</b>
(4) Interior wiring			
(a) Per display unit	-	<b>7.00</b>	<b>E8Q89</b>
c. (DELETED)			
d. Miscellaneous Equipment			(M)
(1) Other miscellaneous equipment provided by the Company for use at the PSAP is available under terms specified in A24.1.2.R.			(T)(M)



**A124. OBSOLETE SERVICE OFFERINGS - EMERGENCY REPORTING SERVICES**

**A124.2 Enhanced Universal Emergency Number Service-E911 (Cont'd)**

**A124.2.3 Enhanced Universal Emergency Number Services - E911 (Cont'd)**

**B. Rates and Charges (Cont'd)**

(M)

4. PSAP Equipment - Monthly Rates

(Obsoleted March 3, 2001, Type 4) Not available for new installations, additions, transfers of service to new location, or contract renewals. Maintenance will be provided for existing customers only as available from existing stock.

PSAP equipment designed for use with Key Telephone Systems and Automatic Call Distribution Systems or equivalent equipment includes the following:

a. Automatic Number and Location Identification Feature - Standard System

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>
(1) Standard ANI/ALI Controller - cabinet equipped with standard basic system configuration, 2 incoming trunks, 2 MF receivers and 4 position interfaces. Maximum configuration: 64 trunks and 32 call taker positions.			
(a) Each	<b>\$7,356.00</b>	<b>\$1,483.00</b>	<b>E98R1</b>
(2) IDM/ICM interface card			
(a) Each	<b>293.00</b>	<b>25.00</b>	<b>E98R3</b>
(3) Additional Trunk Card (two trunk circuit capacity each)			
(a) Each	<b>378.00</b>	<b>32.00</b>	<b>E98R4</b>
(4) Trunk Common Equipment. Provide 1 when adding the 9th, 17th, 25th, 33rd, 41st, 49th or 57th trunk. Provide 1 if trunk diversity is desired for configurations of less than 8 trunks.			
(a) Each	<b>796.00</b>	<b>67.00</b>	<b>E98R5</b>
(5) Redundant Power Option			
(a) Per System	<b>375.00</b>	<b>43.00</b>	<b>E98RB</b>
(6) Redundant CPU Option			
(a) Each	<b>505.00</b>	<b>83.00</b>	<b>E98MC</b>

---

**A125. RESERVED FOR FUTURE USE**

(T)

CONTENTS

---

**A125. RESERVED FOR FUTURE USE**

(T)

---

**A125. RESERVED FOR FUTURE USE**

(T)

---

**A129. OBSOLETE SERVICE OFFERING - DATA TRANSPORT SERVICE**

## CONTENTS

<b>A129.1</b>	<b>Reserved for Future Use</b>	1	
<b>A129.2</b>	<b>Reserved for Future Use</b>	1	
<b>A129.3</b>	<b>Reserved for Future Use</b>	1	
<b>A129.4</b>	<b>FLEXSERV - Digital Access Cross Connect</b>	1	
A129.4.1	Description of Service	1	
A129.4.2	Explanation of Terms	2	(T)
A129.4.3	<i>Terms and Conditions</i>	3	(T)
A129.4.4	Connections	4	
A129.4.5	Rates and Charges	5	(T)
<b>A129.5</b>	<b>(DELETED)</b>	5	(T)

---

## A129. OBSOLETE SERVICE OFFERING - DATA TRANSPORT SERVICE

### A129.1 Reserved for Future Use

### A129.2 Reserved for Future Use

### A129.3 Reserved for Future Use (T)

### A129.4 FLEXSERV - Digital Access Cross Connect (T)

(Obsoleted May 5, 1993, Type 4.) Not available for new installations or transfers of service to new locations. Existing customers paying obsoleted rates and charges will have the option of moving to the new restructured FlexServ service located in Section A32 or continuing with the rates, terms and conditions of the obsoleted FlexServ service as outlined following. Also, existing customers may add to their service but only from this obsoleted tariff. (T)

#### A129.4.1 Description of Service

##### A. General

FLEXSERV Service provides customers flexibility in managing and reconfiguring their special service networks. It has the ability to connect a single digital (DSO) circuit, or multiples of up to 24 DSO circuits, from one line to any other line controlled from a customer's location. (T)

FlexServ service is furnished in conjunction with intraLATA communications provided by the Company. A customer may connect his intrastate interLATA communications to FlexServ service. The customer shall be responsible for the ordering of his intrastate interLATA facilities. (T)

##### B. Customer Circuits

The basic unit of service for FLEXSERV is a single voice frequency (DSO) channel. Service is also provided for full DS1 (1.544 Mbps) digital circuits or synchronous sub-rate digital circuits (2.4, 4.8, or 9.6 Kbps). Customer circuits are made up of two general components - FLEXSERV access lines and inter-digital cross-connect device (DCD) facilities as required. Both may be provided out of the General *Exchange Guidebook*, the Private Line *Guidebook* or other appropriate *Guidebooks*. (T)

##### C. Network Control

Network control switching capability is accomplished by making appropriate computer processor and certain digital cross-connect device (DCD) assignments accessible in a secured manner to the FLEXSERV customer. Network administration aids are available to assist users in monitoring and utilizing their networks. FLEXSERV requires at least one signaling channel to communicate with the network controller for network management and administrative aids. The signaling channel may be provided using Dial-in or Direct Access facilities. Direct Access Signaling Channels extend from the customer premises to the nearest serving wire center equipped with a Signaling Channel Interface. (T)

##### D. Maintenance and Operation

Due to the nature of FLEXSERV service it may be necessary to perform preventive and routine maintenance on the system. This maintenance will usually be performed between midnight and 2:00 A.M., Monday through Saturday, and all day Sunday. This will mean that the FLEXSERV controller will be unavailable for circuit reconfiguration during these periods of time. Any circuits which are working will continue in operation, only the reconfiguration capability will not be usable. It may also be necessary to periodically take the FLEXSERV system out of service for software updates and other maintenance. In these cases the customers will be notified in advance as to the time and duration of these outages. (T)

---

**A129. OBSOLETE SERVICE OFFERING - DATA TRANSPORT SERVICE****A129.4 FLEXSERV - Digital Access Cross Connect (Cont'd)**

(T)

**A129.4.2 Explanation of Terms****DIAL-IN SERVICE**

When a call is placed to the DCD through the switched network, the call is terminated and the encoded designated number associated with the log-in ID is called back. This security feature ensures that a customer's reconfigurations will not be initiated by unauthorized individuals.

**DIGITAL CROSS-CONNECT DEVICE (DCD)**

The DCD provides per channel DS0 electronic cross-connection and provides test access for digital signals transmitted at the DS1 rates. It can connect multiples of up to 24 DS0 circuits.

**DSO**

"DSO" refers to a North American hierarchy of Digital signal levels. It means Digital Signal Level 0 which is a 64 Kbps signal. The customer bit rates are limited to a 56 Kbps signal. The required D4 format is found in BellSouth Technical Reference 73501.

**DS1**

"DS1" refers to a North American hierarchy of Digital signal levels. It means Digital Signal Level 1 which is a 1.544 Mbps signal. The required D4 format is found in BellSouth Technical Reference 73501.

**FLEXSERV ACCESS LINE**

(T)

A local circuit between the customer's premises and his serving wire center, plus interoffice facilities to the DCD equipped office if applicable.

**NETWORK CONTROLLER (NC)**

The Network Controller (NC) performs the end-to-end coordination of each reconfiguration request and compiles network management reports.

**SIGNALLING CHANNEL**

The physical circuit that will allow end users to enter commands into the FLEXSERV network controller(s).

(T)

**SIGNALLING CHANNEL INTERFACE**

The Signaling Channel Interface performs the communications interface function between end users and the FLEXSERV network controller(s).

(T)

**INTER-DCD CHANNEL**

A communication facility between DCD equipped offices.

**MULTIPOINT CHANNEL**

Any connection which terminates three or more channels on the same bridging port.

(M)

## A129. OBSOLETE SERVICE OFFERING - DATA TRANSPORT SERVICE

### A129.4 FLEXSERV - Digital Access Cross Connect (Cont'd)

(T)

#### A129.4.3 Terms and Conditions

(T)

- A. The *terms, conditions* and rates specified herein are in addition to the applicable *terms, conditions* and rates specified in other Sections. (T)(M)

FLEXSERV is furnished only from serving wire centers equipped with DCD's. This service is provided subject to the availability of appropriate facilities. (T)(M)

The Local and Interoffice Channels are to be provided out of the appropriate General *Exchange Guidebook* or Private Line *Guidebook*, and subject to all *terms, conditions* and charges contained in their respective *guidebooks* in addition to those contained herein. (T)(M)

The following are the types of Company provided FlexServ Access Lines, Inter-DCD Channels and/or Signaling Channels that a customer, other than an Interexchange Carrier<sup>1</sup>, can use to connect to FlexServ Service on an intraLATA basis: (T)

1. Data Transport Access Channel Service - Section A29.2 of the General *Exchange Guidebook*. (T)
2. SynchroNet Service - Section B7.2 of the Private Line *Guidebook*. (T)
3. 1.544 Megabit per Second (Mbps) Service - Section B7.1 of the Private Line *Guidebook*. (T)

Intrastate facilities furnished by an Interexchange Carrier (IC) may connect to FlexServ Service. The transmission path between the IC Terminal Location<sup>1</sup> and the DCD equipped Company central office shall be provided from the components of Special Access Service at rates and charges as contained in Section E7 of the Access Service Tariff. (T)

A minimum initial service period of 3 months is required.

Suspension of service is not allowed.

#### B. Application of Rates

For each FLEXSERV network arrangement, a Service Establishment charge and a Service Provisioning charge apply. (T)

A Database Change charge is required when a customer's data base is reinitialized due to a customer location change.

A DCD port charge is required for each channel terminating on a DCD port. For Inter-DCD facilities, a DCD port charge applies.

A multipoint bridge charge is applicable for each conference or polling arrangement which is required. Additionally, each access line channel which can be connected to a bridge will incur charges per channel bridged.

A port charge is required for each Direct Access or Dial-in facility used to access the Network Controller. Dial-in facilities are provided at rates contained in A29.4.5.B.1.(a). Direct Access facilities may be obtained from the appropriate *guidebook*. (T)

Reconfiguration Charges are applicable for each channel reconfiguration performed by the customer. Charges are also applicable for each reconfiguration request the customer makes to the Company and each transaction the Company performs at the customer's request.

#### C. Allowance for Interruptions

When service is interrupted due to a failure or malfunction in any of the components of the FLEXSERV system and the reconfiguration capability is unavailable, a pro rata adjustment of the FLEXSERV Service monthly charges will be allowed in accordance with the *terms and conditions* specified in Section A2. (T)

No allowances will be granted for interruptions required to perform preventive or routine maintenance between the time periods indicated in A29.4.1.D, or to perform software updates when the customer is notified at least 24 hours prior to such occurrences.

**Note 1:** See Section E2.6 of the Access Service Tariff for definition of Interexchange Carrier and IC Terminal Location.



---

## **A129. OBSOLETE SERVICE OFFERING - DATA TRANSPORT SERVICE**

### **A129.4 FlexServ - Digital Access Cross Connect (Cont'd)**

#### **A129.4.4 Connections**

**A.** Cross Connections Allowed

This Guidebook applies to reconfiguring connections between pairs of FlexServ channels only at the DS0 level or 24 consecutive DS0 channels.

On demand, cyclical, and reservation (scheduled) type reconfigurations are supported. Requirements must be input to the NC by the customer to activate reconfigurations.

For a given customer, all services on channels to the DCD(s) may not be compatible. Consequently, certain reconfiguration combinations must be denied. The Company shall not be responsible for service interruptions, troubles, loss of customer data, etc., resulting from invalid reconfiguration attempts. A channel service compatibility list will be provided to customers upon request.

**B.** DS Format

DS0 and DS1 signals as defined in the Company's technical references may be terminated on FlexServ. Other multiplexing formats must be converted to a standard D4 format as defined in BellSouth Publication 73501.

**C.** Network Controller Signaling Channel Interfaces

Access to the NC is via Direct Access or Dial-in service. Customers will be advised as to the type of compatible terminals and data sets upon request. All terminal equipment must be provided by the customer.

**D.** Delays

The NC processes commands in the sequence received. Consequently, on demand reconfigurations may not occur instantaneously during peak load hours.

**E.** Security

FlexServ employs a multi-level security system to ensure the privacy of customer networks. To access the NC, a customer must enter a log-in ID and a password. Additional security is offered with access to the NC via Direct Access or by a Dial-in arrangement with call back. It is the customer's responsibility to protect his log-in ID and password. A customer can control only those channels assigned to him by the Company.

**F.** Trouble Reporting

A FlexServ customer may have multiple control terminals. The Company's operations console must have access to the FlexServ database for maintenance and trouble clearing purposes. If the customer reports a trouble and it is determined that the trouble is in the customer premises equipment, a Trouble Location charge will be applicable.

(M)

**A129. OBSOLETE SERVICE OFFERING - DATA TRANSPORT SERVICE**

**A129.4 FlexServ - Digital Access Cross Connect (Cont'd)**

**A129.4.5 Rates and Charges**

	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>	
<b>A.</b> Basic Service includes customer reconfiguration capability for reservation and/or demand service, multilevel security, database initialization and network administration aids.				(M)
1. FlexServ Basic Service				(M)
(a) Service Establishment Charge, each customer	<b>\$1,935.50</b>	-	<b>SESCL</b>	(M)
(b) Service provisioning, each customer	<b>184.00</b>	<b>\$ 5.75</b>	<b>FN6DD</b>	(M)
2. DCD port charge, per FlexServ Access Line				
(a) Digital circuit - DS0	<b>20.25</b>	<b>9.20</b>	<b>F1Q</b>	
(b) Digital circuit - DS1	<b>48.50</b>	<b>74.00</b>	<b>F16</b>	
3. DCD port charge, per inter-DCD channel				
(a) Digital circuit - DS0	<b>6.75</b>	<b>18.40</b>	<b>D1Q</b>	
(b) Digital circuit - DS1	<b>89.00</b>	<b>148.00</b>	<b>D1J</b>	
4. Multipoint channel bridge charge				
(a) Per conference port bridge	<b>2.00</b>	<b>21.75</b>	<b>MPW</b>	
(b) Per channel bridged	<b>.97</b>	<b>5.75</b>	<b>MPE</b>	
<b>B.</b> Network Controller Access (Dial Access Service)				
Customers may access the network controller via Dial-in service at the rates below or via direct access, to be obtained from the appropriate guidebook.				
1. Dial Access				
(a) Per Dial Access Line with call-back capability, each	<b>14.50</b>	<b>88.05</b>	<b>D2GDU</b>	
<b>C.</b> Network Controller Signaling Channel Interface				
Customers may access the network controller via Direct Access or Dial-in service, to be obtained from the appropriate guidebook.				
1. Network Controller Access Port				
(a) Per port	<b>52.25</b>	<b>116.15</b>	<b>D2GAP</b>	
<b>D.</b> Reconfiguration Charges				
1. Channel reconfiguration performed by the customer				
(a) Per On Demand channel reconfiguration	<b>2.00</b>	-	<b>WZZYK</b>	

**A129.5 (DELETED)**

**Pages 6 through 13 are hereby deleted in their entirety and removed from this Guidebook**