

TARIFF DISTRIBUTION

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PURPOSE: Except as otherwise indicate for Wire Centers in Section A2.3.1.D, effective October 15, 2025, Residence & Business Access Lines and Trunks, ISDN PRI, Centrex and Miscellaneous Services. will no longer be available for purchase by new or existing customers. In addition, requests to move, add, change, or renew existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rates until the service is discontinued.

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Pending

A3. BASIC LOCAL EXCHANGE SERVICE

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, Residence and Business Basic Local Exchange Service, Trunks, all calling plans and services described in this section that can be purchased with a Business or Residence Network Access Line or trunk will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted. (N)

A3.1 General

A3.1.1 Terms and Conditions

- A.** Individual line residence and business Basic Local Exchange service is comprised of exchange access lines defined as follows:
Exchange Access Line - The serving central office line equipment and all the Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the offering selected by the customer.
- B.** Exchange access lines and station sets are subject to the nonrecurring charges specified in Section A4.
- C.** Rates for Basic Local Exchange service may be related to the total number of exchange access lines and PBX trunks in the local calling area.
- D.** Exchange Service Areas for each exchange are identified on maps.
- E.** Rates specified in Section A23 apply for Basic Local Exchange service which is extended by the subscriber to patrons of hotels and motels or to occupants of time share or condominium complexes serving primarily transient tenants.
- F.** The rates for service and equipment not specifically shown in this section are presented in other sections of this Guidebook.
- G.** In all sections of this Guidebook, the Private Line Guidebook, the Access Guidebook and the Access Service Tariff, any reference to business line rates refer to the complex business individual line rates as provided in this Section when both simple and complex business individual line rates exist.
- H.** On operator assisted calls, the usage charges applicable to the calling number, not the billed number, will apply. Operator assisted service charges as specified in A3.9 will also apply.
- I.** The minimum contract period for expanded local service is one month.
- J.** Customers may subscribe to Local Usage Detail as specified in A3.22, to receive an itemized list of billed local calls in lieu of the usual summary of local measured rate calls.
- K.** Coin telephone services offered in Section A7 are excluded from these plans.
- L.** For services that are excluded from Expanded Local Service and whose rates are based on the individual line flat rate, use the applicable Community Caller Plus rate.
- M.** Residence Access Line Retention Offer
Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period.
Existing residential customers who call to disconnect service with AT&T and elect to stay and have one (or up to a maximum of two) flat rate access line(s) may be eligible to receive a \$6 per month bill credit for 12 months. The following conditions apply:
1. Customers must keep the required services for 30 days to receive the benefit of this offer.
 2. Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.
 3. If the customer disconnects the flat rate line(s) or moves from their current location, the remaining benefits will cease.
 4. AT&T employees are not eligible for this offer.
 5. Customer must be calling into AT&T to disconnect their local service.
 6. This offer is available on a maximum of two (2) flat rate lines (a maximum monthly reward of \$12).
 7. Not stackable with any other regulated retention offer that provides a monthly discount.
 8. Eligible customers are existing AT&T residential customers who have a primary access line, or a primary access line with an additional access line(s), and are calling to disconnect one or more access lines.
 9. This offer is only available for retention purposes.
 10. The monthly bill credit stays in effect as long as the customer remains at the same address and is limited to a maximum of 12 months.

A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.1 Foreign Exchange Service

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, Foreign Exchange Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

A9.1.1 Terms and Conditions

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

Long Distance Message Telecommunications service furnished at a customer's request when his foreign exchange service is interrupted, is charged at Long Distance Message Telephone *service* rates.
- H. All negotiations for the establishment of foreign exchange service will be initiated by the prospective subscriber with the Company having the exchange from which he normally would be served.
- I. Resale of Foreign Exchange Service is provided to certified long distance carriers through the use of Feature Group A, Switched Access Service from the Access Service Tariff.

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A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.2 Foreign Central Office Service

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, Foreign Central Office Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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A9.2.1 Terms and Conditions

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

A11. PRIVATE BRANCH EXCHANGE SERVICE

A11.1 General

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, Private Branch Exchange Service as described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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(N)

A11.1.1 General Terms and Conditions

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

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

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, Central Office Non-Transport Service Offerings as described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

A12.1 ESSX Service (Obsoleted, See Section A112.)

A12.2 Reserved for Future Use

A12.3 Reserved for Future Use

A12.4 Assigned Centrex Type Services Telephone Numbers without Facilities

A12.4.1. General

- A. Assigned telephone numbers without facilities will be provided to meet growth requirements of a Centrex Type Services subscriber and any associated ISDN service. These telephone numbers will be assigned to the subscriber's common block without being associated with a working station line and will be converted to active station lines as requested by the subscriber.

A12.4.2. Terms and Conditions

- A. The assignment of telephone numbers and the sequence of numbers assigned to a Centrex Type Services subscriber's system will be made at the discretion of the Company.
- B. The service is furnished subject to the availability of telephone numbers.
- C. The Company does not guarantee to provide consecutive telephone numbers.
- D. Calls to these assigned telephone numbers will be routed to intercept common recorded announcement facilities as indicated in the Guidebook Section for the subscriber's Centrex Type Services system.
- E. Telephone numbers furnished herein retain their status until associated with an active station line at which time the service assumes rates and charges applicable to the appropriate Centrex Type Services station line.
- F. These assigned telephone numbers will not be available for manipulation utilizing ECAS, DECAS, Customer Control, or BellSouth Centrex Control capabilities.
- G. Listings will not be provided with these assigned telephone numbers.
- H. These telephone numbers will be billed at the following rates until utilized on an active Centrex Type Services station line.
- I. A Secondary Service Charge applies per occasion for the assignment of any quantity of telephone numbers at the same time. A Secondary Service Charge does not apply when a working telephone number is converted to an Assigned Telephone Number.
- J. The Company will make every effort to insure the correct assignment and control of Assigned Centrex Type Services Telephone Numbers Without Facilities. The Company's liability for any damages or harm that may occur as the result of incorrect assignment or control of these numbers shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the service for the period during which the service was affected.

A12.4.3. Rates and Charges

- A. Assigned Centrex Type Services Telephone Numbers Without Facilities
1. Assigned Telephone Numbers

	Installation Charge	Monthly Rate	USOC
(a) Per Telephone Number Assigned	\$ 1.00	\$.15	ATNCS

A12.5 Electronic Tandem Switching Features (Obsoleted, See Section A112.)

A12.6 Reserved for Future Use

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.25 BellSouth Centrex Service

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, Bellsouth Centrex Service as described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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Effective April 1, 2025, customers may not elect a Rate Stability Plan of any length, and existing Rate Stability Plans of any length will not be renewed or extended. Upon expiration of any Rate Stability Plan, month-to-month rates will apply subject to the Company's right to modify such rates upon notice to customer.

A12.25.1 General

- A. BellSouth Centrex service provides an arrangement of switching equipment and station lines for intercommunicating among the station lines and for connection through the local and long distance message network to other subscribers on a dial basis. BellSouth Centrex service is furnished from central office equipment located on Company premises and associated facilities arranged to provide the following basic service capabilities/features.
 1. Exchange and long distance message network calls may be made to station lines by dialing the number associated with that station line or attendant position.
 2. Exchange and long distance message network calls may be made from station lines via direct outward dialing.
 3. Station-to-station intercommunication via two to ten-digit dialing between station lines of the subscriber's system.
 4. Outgoing long distance message calls dialed by a station line will be identified by the seven-digit station number. Only calls billed to the subscriber by the Company will be provided this identification.
 5. Touch-Tone service.
 6. Common recorded announcement interception of calls to unassigned station numbers.
- B. BellSouth Centrex service will be furnished to subscribers requesting one (1) or more station lines served by the same central office equipment.
- C. A subscriber's system may be comprised of the following components:
 - Common Equipment
 - Station Lines
 - Network Access Registers
 - Optional Features
- D. Access to the local and long distance message networks will be provided via Network Access Registers (NARs) at the rates and charges indicated in Section A3.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.26 BellSouth Centrex ISDN Service

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, BellSouth Centrex ISDN Service as described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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Effective April 1, 2025, customers may not elect a Rate Stability Plan of any length, and existing Rate Stability Plans of any length will not be renewed or extended. Upon expiration of any Rate Stability Plan, month-to-month rates will apply subject to the Company's right to modify such rates upon notice to customer.

A12.26.1 General

- A. BellSouth Centrex ISDN is an intraLATA group of offerings supported by the Integrated Services Digital Network (ISDN) architecture. BellSouth Centrex ISDN supports simultaneous transmission of voice, data, and packet services on the same exchange access line Calling/Called Number Delivery, Calling Name Delivery in equipped 5ESS and EWSD switches, Call Hold and Intercom are included with this service. BellSouth Centrex ISDN is available only for use with BellSouth Centrex service. BellSouth Centrex ISDN provides access to the telephone network through a Basic Rate Digital Subscriber Line (DSL) Access Arrangement. Basic Rate Digital Subscriber Line (DSL) Access Arrangement will allow transmission on one or two 64 Kbps (B) channels and one 16 Kbps (D) channel at the service delivery point.
- B. B channel circuit switched services offer up to 64 Kbps intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or data transmission paths on a per call selection basis. Transmission on the B channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. This option includes one directory number (DN) per user access.

The ISDN Standard Features rate element is required for each B channel circuit switched user access.

- C. (DELETED)
- D. (DELETED)
- E. (DELETED)

- F. BellSouth Centrex ISDN Service will consist of the following components:

- BellSouth Centrex Service Common Equipment
- Station Lines
- Network Access Registers
- Optional Features

- G. The BellSouth Centrex ISDN service station line will be comprised of the following components:

- Basic Rate Digital Subscriber Line (DSL) Access
- At least one channel, either B or D, must be activated. A minimum of one and maximum of eight User Profiles per Basic Rate Digital Subscriber Line (DSL) Access Arrangement
- Standard Features

- H. The Basic Rate Digital Subscriber Line (DSL) Access will be counted as the station line in determining the application of the service Charges specified in Section A4 and the End User Charges as specified in the End User Common Access Service Section of BellSouth Telecommunications, Inc., FCC No.1, Section 4.

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.27 (DELETED)

A12.28 BellSouth Centrex Service Package

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, BellSouth Centrex Service Package as described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

Effective April 1, 2025, customers may not elect a Rate Stability Plan of any length, and existing Rate Stability Plans of any length will not be renewed or extended. Upon expiration of any Rate Stability Plan, month-to-month rates will apply subject to the Company's right to modify such rates upon notice to customer.

A12.28.1 General

- A. BellSouth Centrex Service Package is an arrangement providing BellSouth Centrex service to Subscribers as part of a packaged offering with a Customized Common Block and a one-to-one Station Link-to-Network Access Register ratio.
- B. BellSouth Centrex Service Package may be comprised of the following components:
 1. Common Equipment (as described in A12.25)
 2. Station Links (as described in A12.25)
 3. Network Access Registers (NARs) (as described in A3.8)
 4. Standard Features (as described in A12.25)

A12.28.2 Terms and Conditions

- A. BellSouth Centrex Service Package is furnished subject to the availability of facilities.
- B. Each system established must consist of a minimum of the Common Equipment, six (6) Station Links with Standard Features, and six (6) Network Access Registers.
- C. **Terms and Conditions** for BellSouth Centrex Service set forth in A12.25 apply to BellSouth Centrex Service Package, unless otherwise specified.
- D. BellSouth Centrex Service Package is only offered for term agreements of twenty-four (24) or thirty-six (36) months¹.
- E. The Subscriber will be billed at the monthly rates for the initial Station Link commitment throughout the term of the BellSouth Centrex Service Package agreement.
- F. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission, or failure of performance by the Company, its employees, or its agents.
- G. BellSouth Centrex Service Package is only available with Customized Common Block.
- H. BellSouth Centrex Service Package is based on a one-to-one Station Link-to-Network Access Register ratio.
- I. Centrex Control will not be offered as part of BellSouth Centrex Service Package.
- J. Electronic Business Sets, BellSouth Centrex ISDN, and Station Links from a Different Serving Wire Center will not be offered as part of the BellSouth Centrex Service Package.
- K. BellSouth Centrex Service optional features can be purchased for BellSouth Centrex Service Package at rates specified in A12.25.
- L. BellSouth Centrex Service Package is available with the following switch types: 1AESS, 5ESS, DMS-100, EWSD[®], DCO.
- M. BellSouth Centrex Service Package is available Community Caller only.
- N. Service charges apply as specified in Section A4.
- O. BellSouth Centrex Service Package may be converted to BellSouth Centrex service as follows:
 1. Nonrecurring charges from this section will not apply.
 2. Termination Liability/Cancellation Charges for original service will not apply.
 3. Service charges from Section A4 will not apply.
 4. Changes, additions or rearrangements for new lines and/or optional features:
 - a. Nonrecurring charges from this sub-section will apply.
 - b. Service charges from Section A4 will apply.

Note 1: Effective September 30, 2024, customers may not establish a new Rate Stability Plan greater than 12 months for BellSouth Centrex Service and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. The Company will renew BellSouth Centrex Service payment plans only for additional 12-month terms by written amendment. If a 12-month term is not signed upon expiration of the term, the month-to-month rates listed in the Guidebook will apply.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, all services described in this section (except Remote Call Forwarding) will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

A13.1 Extension Services

A13.1.1 General

- A.** Where extension station lines are provided in another building or another premises, extension channel charges are applicable as set forth following, in addition to the basic rates. Extension Service provides for speech communications within the specifications and limits as stated in A13.1.2.

Extension service must be located on the same premises of the subscriber on which the main station is located and is restricted to the use of the subscriber, his representatives and associates, or the members of the subscriber's immediate family or domestic establishment; except that in the case of individual line subscriber's service, extension service may be located on other premises under the following conditions, provided facilities are available and technical equipment limitations in each specific case permit, and provided that residence extension service is not located on business premises:

1. Where two or more "premises" of the same subscriber are used in the conduct of one establishment or business; or
 2. **(DELETED)**
 3. Where the extension service is located on other than the subscriber's premises for the purpose of answering calls at such time as the subscriber is not available at the main station, provided that separate exchange service is also provided on these other premises.²
- B.** Where supporting structure or underground conduit is necessary for the purpose of furnishing extension lines on the subscriber's premises, such supporting structure or underground conduit is furnished by the subscriber as provided for "Construction on Private Property" in Section A5.
- C.** When it is known or realized that the life of all or a part of the outside circuit extensions will be shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option of the subscriber:
1. An installation charge and a reasonable and proper monthly carrying charge in lieu of the charges quoted herein (Section A13.1.3). Under this plan, where a portion of the facilities must be replaced at a later date due to having served its useful life, installation charges apply to the replacing facilities as if such facilities were installed new and appropriate adjustments are to be made in the monthly carrying charges.
 2. A reasonable and proper monthly carrying charge in lieu of the charges quoted herein with an initial service period of ten years.
- D.** Regular Guidebook charges apply for Intrasystem Continuous Property Channels as outlined in A13.1, except when the practical manner of providing such channels involves the placement of new, dedicated, end to end facilities, which are not routed via the central office.

Customers may elect to provide their own intrasystem wiring or cable which traverses a public thoroughfare, subject to state or local authority as applicable.

The Company may provide new intrasystem wiring or cable at the customer's request on a direct basis (not routed via the central office) when such new facilities traverse public thoroughfares under conditions contained in paragraph K. These facilities will be made available only at the economic option of the Company. A nonrecurring charge, based on the full non-recoverable cost of providing such new facilities will be applicable when construction is complete. As channels within the new facilities are activated for use, standard recurring and nonrecurring charges for the first one-tenth mile increment will be applicable for every channel service utilized by the customer.

Existing Company provided intrasystem wiring, inside a building or between buildings located on the same contiguous property, will continue to be available as required after June 30, 1984. The Company will continue to offer additional services on these facilities as long as such wiring or cable facilities are available, at standard rates and charges. Where existing facilities have been placed prior to July 1, 1984, under provisions which fully recovered the initial costs of such facilities as a nonrecurring charge, standard recurring and nonrecurring charge for the first one-tenth mile increment will continue to be applicable for every channel service utilized by the customer.

- E.** Non-intrasystem Channels, such as in the case of continuous property channels between the locations of different customers (e.g., answering services), continue to be available at the rates and charges specified in Section B3 of the Private Line Guidebook.
- F.** For the application of extension line charges associated with Centrex Type Services, see Sections A12 and A112.

Note 1: Tie Lines are restructured to B3.2.2 of the Private Line Guidebook.

Note 2: Not applicable to service arrangements for secretarial lines as provided in Section A8.

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A14. AUXILIARY EQUIPMENT

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, all services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

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A14.1 Network Interface

A14.1.1 General

- A. Network Interfaces are required with all services unless specified elsewhere in this *Guidebook*. Network Interface installations shall be restricted to such locations as will not, in the opinion of the Company, adversely affect the service.
- B. Where extension line mileage charges would apply if a permanently located station were installed at the location of a Network Interface, then like extension line mileage charges shall apply to the circuit connecting such Network Interface with the main station, PBX or Centrex Type Services system.

A14.1.2 Rates and Charges

- A. Application of Charges
 - 1. The charges shown following are applicable for Company installations only.
 - 2. The Network Interface charge is a nonrecurring charge based on material and labor costs for a connector provided and installed by the Company for use as the Network Interface. A Premises Work Charge is not applicable for the installation of a jack used as a Network Interface when installed at the same time as the exchange service. The Network Interface charge applies in addition to the Premises Work Charge from Section A4 for installing a customer requested Network Interface, other than a standard voice miniature six-position Network Interface, subsequent to the installation of the exchange line.
 - 3. No discrete charge for jacks is appropriate for Miniature Modular Jacks used as a Network Interface.
- B. Standard Voice Network Interfaces
 - 1. Miniature Ribbon Connector, each

	Nonrecurring Charge	USOC
(a) Up to 25 lines, multiple bridged tip and ring	\$69.50	RJ21X
(b) Up to 12 lines, bridged 4-wire exchange access with T/R and T1/R1, 50-position jack	69.50	RJ2DX
(c) Up to 12 tie trunks, bridged 2-wire with T/R, E&M Type I signaling, 50-position jack	69.50	RJ2EX
(d) Up to 8 tie trunks, bridged 2-wire with T/R, E&M Type II signaling, 50-position jack	69.50	RJ2FX
(e) Up to 8 tie trunks, bridged 4-wire with T/R and T1/R1, E&M Type I signaling, 50-position jack	69.50	RJ2GX
(f) Up to 6 tie trunks, bridged 4-wire with T/R and T1/R1, E&M Type II signaling, 50-position jack	69.50	RJ2HX
(g) Up to 12 lines, 2-wire T/R with make busy arrangements (MB and MB1 leads)	37.00	RJ2MB

A15. CONNECTIONS OF TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, all services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

(N)

A15.1 Terms and Conditions

A15.1.1 General Provisions

A. General

Terminal equipment and communications systems provided by the Customer may be connected at the Customer's premises to telecommunications services furnished by the Company where such connections are made in accordance with the provisions of this **Section**. Connection of inside wire may be made as provided in **Section** A2.9. Telecommunications services as used herein include exchange service, Long Distance Message Telecommunications Service (LDMTS) and Wide Area Telecommunications Service (WATS).

B. Responsibility of the Customer

1. The Customer shall be responsible for the installation, operation and maintenance of any terminal equipment or communications system. No combinations of terminal equipment or communications systems shall require change in or alteration of the equipment or services of the Company, cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment or communications system, his calling or called party. Upon notice from the Company that the terminal equipment or communications system is causing such hazard, damage, malfunction or degradation of service, the Customer shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.
2. The customer shall be responsible for the payment of a Trouble Location Charge as provided in A15.4 for visits by a Company employee to the customer's premises solely to determine that a service difficulty or trouble report results from the use of terminal equipment, communications systems or facilities located on the customer's side of the demarcation point.

C. Responsibility of the Company

1. Where terminal equipment or communications systems are used with telecommunications services, the Company will only be responsible for furnishing service components suitable for telecommunications services and to design, maintain and operate those service components accordingly. Subject to that responsibility the Company will not be responsible for; (1) the quality or the through transmission of signals generated by the terminal equipment or communications system, (2) the reception of signals by terminal equipment or communications system, or (3) address signaling performed by terminal signaling equipment.
2. The Company will, at the Customer's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit terminal equipment to operate in a manner compatible with telecommunications services.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, all services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)
|
(N)

A18.1 Directory Assistance Service

A18.1.1 General

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

A18.1.2 Rates and Charges

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

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

	Rate	USOC
1. Outside the Company's local or expanded local calling area but within the Company's HNPA serving area for the originating line.		
(a) Per Call	\$2.49	NA
2. Outside the Company's local or expanded local calling and HNPA serving areas for the originating line ¹ .		
(a) Per Call	2.49	NA

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

A18.2 Reserved for Future Use

A18.3 Reserved for Future Use

A18.4 Reserved for Future Use

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

A23. SHARING AND RESALE

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, all services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

(N)

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.
 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.
 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.
 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.
- 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.
- 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.
- 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.

A24. EMERGENCY REPORTING SERVICES

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, all services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

(N)

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*.
- 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.

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.
- 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.

A29. DATA TRANSPORT SERVICE

A29.1 Derived Data Channel Service

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, Derived Data Channel Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)
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(N)

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.
- C. DDCS is offered for intraLATA use only.

A29.1.2 Terms and Conditions

- 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.

29. DATA TRANSPORT SERVICE

A29.2 Data Transport Access Channel Service

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, Data Transport Access Channel Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

A29.2.1 General

- 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.
- 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.
- 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.

A29.2.2 Terms and Conditions

- A. Explanation of Terms
 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.
 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.
 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.
 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.

(N)

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(N)

A29. DATA TRANSPORT SERVICE

A29.3 Reserved for Future Use

A29.4 FLEXSERV - Digital Access Cross Connect (Obsolete, See Section A129.)

A29.5 (DELETED)

A29.6 (DELETED)

A29.7 Administrative Management Service (AMS)

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, Administrative Management Service (AMS) will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

(N)

A29.7.1 Description of Service

A. General

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.

B. Customer Access

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.

C. Maintenance and Operation

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.

A29.7.2 Explanation of Terms

PRODUCT AND SERVICE INFORMATION

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.

TROUBLE ENTRY/STATUS

This function offers mechanized access for the customer to electronically report and receive information about trouble reports and to record and track trouble reports.

SERVICE ORDER ENTRY

The customer will have access to a mechanized interface for use when ordering service.

MISCELLANEOUS MESSAGING

This service provides the customer with a communication path to designated Company locations.

BILLING INFORMATION

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.

A30. EQUIPMENT FOR DISABLED CUSTOMERS

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, all services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

A30.1 General

A30.1.1 Terms and Conditions

- A. Selected items of equipment will be offered by the Company for use in communications involving disabled customers. Equipment may be offered for outright sale and/or on a month-to-month basis as determined by the Company (see A30.2 and A30.3). All equipment is customer installable.
- B. Equipment offered under this Section is intended for use or for sale to subscribers or persons entitled to be subscribers of telecommunications services of the Company.
- C. Use of equipment provided by the Company with the telecommunications network is subject to Part 68 of the FCC Rules and Regulations.
- D. Each item specified in A30 will be provided by the Company, contingent upon either the continued availability from the manufacturer or until superseded.

A30.2 Outright Sale Option

A30.2.1 Terms and Conditions

- A. The items listed following are offered for outright sale by the Company.
- B. Equipment provided on an outright sale basis will be shipped directly to the customer via common carrier. Shipping will be prepaid by the Company.
- C. A Service Charge is not applicable on orders for equipment sold outright. Service Charges are applicable, as required, for the associated exchange service.
- D. Title and risk of loss or damage passes to the customer upon delivery to the customer or the customer's agent. A warranty for each item of equipment is provided with each purchase.
- E. Payment of purchases may be made as follows:
 1. Cash in full at the time of purchase, or
 2. To qualifying customers:
 - a. Payment in full when billed on the customer's regular telephone bill, or
 - b. Payment in four equal consecutive installments. The first installment may be paid at the time of the purchase, or billed on the customer's regular telephone bill. Second and subsequent installments will be billed on the customer's regular telephone bill.
 - c. Payment on an installment basis other than as covered in b, as may be provided for a specific product (see A30.2.2).
- F. When service is terminated and not reestablished within the Company's operating area in the state, the remaining installment payments for equipment purchased on an outright sale basis under installment payment terms will be lump sum billed on the customer's final bill.
- G. Equipment purchased from the Company may be returned for full refund of the purchase price within 30 days from the date of purchase provided that it is undamaged, unused or unaltered. The amount of such refunds or exchanges will be equal to the purchase price paid by the customer excluding any shipping charges.
- H. Repair
 1. Repair of equipment within warranty period
 - a. Where initially defective equipment is returned within 30 days of the date of purchase, it will be replaced. All mailing costs will be paid by the Company.
 - b. After 30 days, defective equipment will be returned by the customer to the manufacturer at the customer's expense. Some equipment may not be repairable; in those cases the equipment will be replaced. After repair (or replacement) the equipment will be returned directly to the customer at the manufacturer's expense.
 2. Repair of equipment beyond the warranty period
 - a. Defective equipment which is repairable may be returned directly to the manufacturer at the customer's expense on a per occasion basis. When repaired, the equipment will be shipped directly to the customer at which time the repair charges will be collected by the manufacturer on a C.O.D. basis.

(N)

(N)

A32. INTEGRATION PLUS MANAGEMENT SERVICES (IPMS)

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, all services described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

(N)

(N)

A32.1 Integration Plus Management Services (IPMS) Description

A32.1.1 General

A. Description

Integration Plus management services is a family of services that gives the customer the capability to integrate, monitor and manage network services provided by the Company via a terminal or workstation located on the customer's premises.

B. Specifications

Integration Plus management services will be available where facilities and technology permit.

C. Service Descriptions

INTEGRATION PLUS MANAGEMENT SERVICES TERMINAL INTERFACE (IPMSTI)

Integration Plus Management Services Terminal Interface provides the customer various means of access to Customer Network Management (CNM) - FlexServ service. The means include either dial, dedicated or web access and several categories within these methods.

CUSTOMER NETWORK MANAGEMENT (CNM) - FLEXSERV SERVICE

CNM - FlexServ service enables the customer to monitor and reconfigure his private line and DS1 level services without direct interaction with Company personnel.

NETWORK USAGE INFORMATION SERVICE

Network Usage Information Service is a service that collects customer-specific data and presents the information to the customer's premises. Network Usage Information Service functions include Station Message Detail - Premises and Traffic Reports.

Network Usage Information Service will act as the collector, integrator, and interface for circuit-switch usage data involving central offices in the Company's network. The data will be generated by customers using the Public Switched Network provided by the Company.

D. Payment Schedules

1. General

a. Integration Plus management services offer 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 Plan¹
- 73 to 96 Month Term Payment Plan¹

b. IPMS customers may select variable payment periods under the Term Payment Plan.

c. The monthly rate for IPMS is dependent upon the payment period selected by the customer.

d. The monthly rates for IPMS under the Term Payment Plan for the periods of 24 to 48, 49 to 72 and 73 to 96 months are not subject to the Company initiated rate changes.

2. Expiration of Payment Period

a. IPMS customers must upon the expiration of their payment period:

- (1) Select a new payment period as offered in the current guidebook², or
- (2) Revert to the current guidebook rates for the one month payment option if the customer does not select a new payment period.²

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.

Note 2: A Secondary Service Charge as specified in Section A4 will apply.

A34. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES

A34.1 Service Management System (SMS) Storage

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, Service Management System (SMS) Storage described in this section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

A34.1.1 Description of Service

- A. Service Management System (SMS) Storage is used for storing subscription versions of data for Advanced Intelligent Network (AIN) services. Subscription versions of data refer to the various configurations created by the Company as requested by a subscriber for the subscriber's needed application(s). Multiple configurations of subscription data may be kept on file in SMS Storage and may be activated or changed by customer request.

A34.1.2 Definitions

ADVANCED INTELLIGENT NETWORK (AIN)

The Advanced Intelligent Network (AIN) is a telecommunications platform that uses the infrastructure of the existing switch-based network and Common Channel Signaling System 7 (CCS7) architecture. The AIN architecture introduces centralized computer devices to host service applications that are integrated with Stored Program Control switch resident software, CCS7 and ISDN protocol.

SERVICE MANAGEMENT SYSTEM

The Service Management System (SMS) is an AIN Operation Support System that distributes, interfaces and manages the AIN service applications and customer information resident in AIN Service Control Points and Service Nodes. The SMS provides the capability to provision AIN services, to maintain existing services and to obtain pertinent AIN reports.

A34.1.3 Terms and Conditions

- A. SMS Storage is available where facilities or arrangements permit.
- B. Except as noted, SMS Storage is subject to all general *terms and conditions* applicable to the provisioning of service by the Company as stated in Section A2.
- C. Suspension of Service as specified in Section A2 is not applicable for SMS Storage.

A34.1.4 Application of Rates

- A. Storage charges apply to the amount of storage, measured in units of 100 Kbytes¹, occupied by a customer's files in the SMS. Storage will be measured on a calendar month and charges for the month will be based on the customer's highest level of storage during the month. For purposes of billing, a partial unit of storage will be rounded up to the nearest unit.

A34.1.5 Rates and Charges

- A. Rate Elements

1. Storage

(a) Per Unit

Charge\$1.00USOCNA

A34.2 (DELETED)

A34.3 (DELETED)

A34.4 (DELETED)

Note 1: A Kbyte is equal to 1024 bytes.

A40. FAST PACKET TRANSPORT SERVICES

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, Fast Packet Transport Services/Broadband Line Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted. (N)

A40.1 Reserved for Future Use

A40.2 Reserved for Future Use

A40.3 (DELETED)

A40.4 (DELETED)

A40.5 Broadband Line Service

A40.5.1 General

- A. Broadband Line Service provides the customer with a local connection to high speed frame or cell-based switched services.
- B. Broadband Line Service is available under options. Rates, charges, terms and conditions specific to these options are in later subsections of this section.
- C. Network interface specifications for Broadband Line Service are contained in BellSouth Technical Reference 73590. This publication is available from:
 - Documentation Operations
 - 20th Floor
 - 600 North 19th Street
 - Birmingham, AL 35203
- D. Broadband Line Service, as provided for in this section, is offered for intraLATA use only and may not be utilized to connect to a Class 5 office for use in local exchange service transmissions.
- E. 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.
- F. The rates and charges set forth for Broadband Line Service provide for the furnishing of service where suitable facilities are available. Where special construction of facilities is necessary, special construction charges may apply as set forth in Section A5.

A40.5.2 Terms and Conditions

- A. Explanation of Terms
 - 1. Broadband Line

The facility between the customer's premises and the customer's serving wire center.
 - 2. Broadband Line Extension

When a customer's serving wire center is not a Serving Area Point, a Broadband Line Extension is used to connect the serving wire center to the closest Serving Area Point. The Broadband Line Extension is associated with a Broadband Line, or as specified otherwise herein this guidebook.

The Broadband Line Extension is measured on a per mile basis in airline miles from a central office that is not a Serving Area Point to a Serving Area Point.
 - 3. Network Serving Area

Certain Company central offices are designated Serving Area Points. A Network Serving Area is comprised of all the Serving Area Points in a geographic area.
 - 4. Serving Area Point

A Company central office that is designated as a member of the Network Serving Area.
- B. Basis of Offering
 - 1. Detailed monthly billing is not provided.
 - 2. Suspension of service is not allowed.
 - 3. The minimum service period is one month.

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.3 Primary Rate ISDN

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, Integrated Services Digital Network (ISDN) will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

A42.3.1 General

- A. Primary Rate ISDN is an intraLATA offering supported by the Integrated Services Digital Network (ISDN) architecture.
- B. Primary Rate ISDN provides an ISDN based, DS1 access to the telecommunications network and includes the flexibility of integration of multiple voice and/or data transmission channels on the same line. The service will provide connectivity between ISDN compatible CPE and a serving central office. The Service may not be installed at a carrier hotel, a collocation cage, or any similar location. The basic channel structure for Primary Rate ISDN is twenty-three 64 Kbps B-Channels and one 64 Kbps D-Channel. The customer has the option to activate up to 23 B-Channels on the first Primary Rate ISDN arrangement and up to 24 channels on additional Primary Rate ISDN arrangements. A Digital Data Only option¹ and an Inward Data Option are also available. The 23 B-Channels can be used to connect the customer's CPE to the Public Circuit Switched Network, e.g., outward, inward and 2-way network access. Calling Number Delivery, Called Number Delivery (Direct Inward Dialing), Outgoing Calling Name Delivery, and Hunting functionality are inherent to this service. Incoming Calling Name Delivery, an optional feature offered at rates listed in A42.3.4.D.5 is available in switch types where equipped. Redirecting Number, an optional feature described in A42.3.3, is offered at no charge to the customer in switch types where equipped. Telephone numbers for use on Primary Rate ISDN are available in this Section. One Listing will be furnished at no charge for each Primary Rate ISDN B-Channel. Additional listings can be obtained as specified in Section A6.
- C. Primary Rate ISDN provides capability for the transmission of digital signals only. Clear Channel Capability and Extended Superframe Format are inherent to the service.
- D. Primary Rate ISDN is provided within a LATA from wire centers where appropriate ISDN facilities are available as determined by the Company. Special Construction charges may apply as specified in Section A5.
- E. Primary Rate ISDN Access Lines furnished between a serving wire center and a customer's premises will be offered at a non-distance sensitive rate per Primary Rate ISDN Access Line. If a customer wishes to utilize another Company provided transport facility (e.g., SMARTRing service) that can meet the required standards to carry the Primary Rate ISDN Access (DS1) Line, the customer will incur no charge for the Primary Rate ISDN Access (DS1) Line. MegaLink service cannot be utilized to provide transport for Primary Rate ISDN except where the Primary Rate ISDN is terminated in FlexServ service.
- F. Interoffice Channels furnished between central offices will be charged at rates based on airline distance between the central offices, except as provided in A42.3.2.U.
- G. Airline distance between Company central offices shall be developed using the methodology found in B3.3.3. Fractional mileage shall be rounded up to the next full mile.
- H. The required components for Primary Rate ISDN are as follows:
 - Primary Rate ISDN Access Line where applicable
 - Interoffice Channels where applicable
 - Primary Rate ISDN Interface
 - Primary Rate ISDN B-Channels
 - Primary Rate ISDN D-Channel
 - Telephone Numbers
 - Call Types
- I. The optional offering of Incoming Call Extension (ICE) provides the capability for Primary Rate ISDN customers to retain serving wire center telephone numbers for incoming analog services when their existing analog services are converted to Primary Rate ISDN. ICE is only available when the Primary Rate ISDN is provided from a central office switch other than the one providing the converting analog services. ICE can also be used to provide additional serving wire center telephone numbers to an existing ICE arrangement. Rates and charges are applicable per telephone number or per path. Customers subscribing to ICE may be required to make CPE software modifications to translate dialed telephone numbers to terminated telephone numbers. Hunting between ICE telephone numbers is not allowed. ICE is only available within the Local Calling Area. If the customer's Serving Central Office and the ANSA office are in the same rate center then the customer would purchase ICE-SRC (Same Rate Center) telephone numbers. If the customer's Serving Central Office and the ANSA office are in different rate centers then customers would purchase ICE-DRC (Different Rate Center) numbers.

Note 1: Effective May 1, 2014, customers may not add the Digital Data Only option, and existing term plans for this option may not be renewed.

A43. CHANNELIZED VOICE TRANSPORT SERVICES

A43.1 BellSouth Channelized Trunks

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, BellSouth Channelized Trunks Services will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

A43.1.1 General

- A. BellSouth Channelized Trunks provides channelized DS1/1.544 Mbps circuits available for voice intraLATA communications services only. Channelization is provided in the central office by D-type channel banks or equivalent which generally provide analog to digital conversion, permitting channels to be transported over digital high capacity facilities. The total number of trunks activated by the customer may not exceed the capacity of the Service Interface as described in A43.1.2. BellSouth Channelized Trunks are available where appropriate facilities exist as determined by the Company.
- B. BellSouth Channelized Trunks provides up to twenty-four Direct Inward Dial (DID) trunks, Outward Only trunks, Combination trunks, or a blend of these trunks, via a channelized DS1 (1.544 Mbps) transport facility. Individual DS0 (64 Kbps) Channels provided via BellSouth Channelized Trunks will each be identified as a "time slot" within a DS1 facility.
- C. Elements of Service
 1. 1.544 Mbps Access Line
The term "1.544 Mbps Access Line" denotes a path for BellSouth Channelized Trunks between the customer premises and its normal Serving Wire center (SWC). There is one 1.544 Mbps Access Line per DS1 facility and each line has a 1.544 Mbps data transmission rate. This line provides for the two-way simultaneous transmission of isochronous-timed, Bipolar Return to Zero (BPRZ) bit stream format except where intentional bipolar violations are introduced by Bipolar with 8 Zero Substitution (B8ZS) format. Unframed signal formats are not compatible with Company equipment.
 2. 1.544 Mbps Interoffice Facility
The term "1.544 Mbps Interoffice Facility" denotes a path for BellSouth Channelized Trunks between Company SWCs within a LATA. A 1.544 Mbps Interoffice Facility may be furnished in such manner as the Company may elect.
 3. Service Interface
The term "Service Interface" denotes channelization capacity for the 1.544 Mbps Access Line associated with BellSouth Channelized Trunks in the Company's central office. There is only one Service Interface per DS1 facility. Individual DS0 Channels are made available for interconnection with the switched network either in single channels or in capacities of twenty four voice grade channels.
 4. Channels
The term "Channels" denotes the individual DS0 level trunk types that are provided with BellSouth Channelized Trunks. Terminations to the switch for DID, Outward Only, and/or Combination trunks are available in quantities of up to twenty four per 1.544 Mbps Access Line and Service Interface. The Basic Service Area and the Expanded Service Area for the local service provided with the channel rate elements are as shown in Section A3 for the exchange in which the serving wire center is located. Additional charges as specified in A3 apply for expanded local calling area calls placed over BellSouth Channelized Trunks. IntraLATA Long Distance Service rates apply for toll calls placed over BellSouth Channelized Trunks. IntraLATA Long Distance Service rates can be found in North Carolina's Non-Regulated Services – Pricing publication.
 5. Numbers
One Number is provisioned for Combination and Outward Only channels. DID Channel types may have more than one number.
 6. Superframe Format and Extended Superframe Format
BellSouth Channelized Trunks 1.544 Mbps Access Lines are installed with Superframe (SF) or Extended Superframe (ESF) framing format and Alternate Mark Inversion (AMI) or Bipolar Eight Zero Substitution (B8ZS) coding configurations as specified by the customer. Customer signals at the channel interface must conform to these configurations as described in Technical Reference 73525. These configurations may be added or changed subsequent to initial installation of an existing BellSouth Channelized Trunks 1.544 Mbps Access Line and/or Interoffice Facility in which case customers must agree to out-of-service periods required to arrange existing trunks or facilities.
 7. Customer Premises Equipment (CPE)
A Channel Service Unit (CSU) or appropriate CPE provided by the customer is required at the customer premises to perform such functions as; 1) proper termination of service, 2) amplification, signal shaping, and/or 3) remote loopback.
 8. Arrangements With Other Services
These elements are in lieu of the central office and channel interface charges for SMARTRing Service or LightGate Service when BellSouth Channelized Trunks is arranged in conjunction with these services.
- D. The design, maintenance and operation of BellSouth Channelized Trunks is intended for communications originating and terminating from customers' premises to the normal serving wire center (SWC).

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A47. BELLSOUTH REMOTE ACCESS SERVICE

A47.1 BellSouth Remote Access Service

Except as otherwise indicated for Wire Centers in Section A2.3.1.D, effective October 15, 2025, BellSouth Remote Access Service will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add, or physically change service arrangements will not be accepted.

A47.1.1 General

- A. BellSouth Remote Access Service (RAS) is an intraLATA, extended reach, packet-switched data service that provides for the collection, concentration, signaling and aggregation of a customer's dial-up data traffic into a customer's designated hub site. BellSouth RAS is available as a customer controlled offering. It provides one way ports that allow the customer's users, who are located within the Company's serving area, to call into a remote access server.
- B. Remote access server equipment will be installed in a *Company* central office.
- C. BellSouth RAS supports a dedicated, customer selected remote access server with backup dial-in capability or out-of-band frame relay for network management. The customer may select their remote access server based on the Company's approved equipment list for this service.
- D. CPE must support Layer 2 Tunneling Protocol (L2TP) for the customer selected remote access server.
- E. The customer will also be responsible for providing the egress circuit(s) connecting BellSouth RAS to their hub location. Egress circuit(s) are required to deliver the BellSouth RAS traffic to the customer's designated location. These circuits can be ordered from the Company or other telecommunications providers with the execution of appropriate collocation agreements.
- F. BellSouth RAS is furnished in central offices equipped with remote access servers. Service intervals will be negotiated in cities where service is not deployed.
- G. The technical specifications and standard network interfaces for BellSouth RAS are in conformance with the Internet Architecture Board as stated in:
 - STD001, Internet Official Protocol Standards; J. Reynolds, R. Braden, issued June, 1999.
 - RFC 2138, Remote Authentication Dial-In User Service (RADIUS); C. Rigney, A. Rubens, W. Simpson, S. Willens, issued April, 1997.

These documents may be obtained from the Internet Engineering Task Force (IETF) at Corporation for National Research Initiatives, Attention: Accounting Department - IETF Proceedings, 1895 Preston White Drive, Suite 100, Reston, VA 20191-5434 or via Internet at www.ietf.org.

- H. The *Terms, conditions* and rates specified herein are applicable to BellSouth RAS. *Terms, conditions* and rates specified in other sections of this and other Guidebooks of the Company may also apply.

A47.1.2 Terms and Conditions

- A. Explanation of Terms
 1. Remote Access Server - The remote access server is a type of equipment that will be used to aggregate the customer's dial traffic and send it to the customer location over their egress circuit. The remote access server will be connected to the Public Switched Network using Primary Rate ISDN or SS7 circuit facilities.
 2. Ingress Circuits - This term denotes the facility used to transport the customer's incoming dialed BellSouth RAS traffic, e.g. Primary Rate ISDN.
 3. Egress Circuits - This term denotes the facility used to transport the customer's dialed BellSouth RAS traffic to the customer's designated hub location once it has been collected and aggregated by the remote access server (e.g. Broadband Exchange Line).
 4. Extended Reach Area - An area where BellSouth RAS extends the reach from a remote access server to allow users the ability to make "non-local" calls without incurring intraLATA Long Distance Message Telecommunications Service charges.
- B. Basis of Offering
 1. Rates and charges specified in A47.1.3 are based on regional volume and term commitments. Customers must specify a regional commitment level and will be rated based on total regional in service volumes. Rating will be as set forth in 8.
 2. The minimum regional commitment level for BellSouth RAS is 10,000 ports.
 3. Initial orders for BellSouth RAS, per remote access server central office location, must be equal to or greater than 644 ports. All orders greater than 644 ports must be in increments of 23 ports where capacity allows.