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Note 1: This service appears in the General Subscriber Service Tariff, Section A13.80.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.1 Extension Services¹

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.

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.1 Extension Services¹ (Cont'd)

A13.1.1 General (Cont'd)

- G.** Tie lines are circuits connecting PBX systems, Centrex Type Services systems, Enhanced Private Switched Communication Service (EPSCS Type A), or customer-provided communications systems subject to the provisions of Section A15. Tie lines are intended as a means of communication, between stations directly connected with and in the immediate vicinity of the switchboards in which the tie lines terminate. Descriptions of the various types of tie line channels are provided in B3.2.2 of the Private Line *Guidebook*. (T)(M)
- H.** (Restructured to B3.2.2 of the Private Line *Guidebook*) (T)(M)
- I.** (Restructured to B3.2.2 of the Private Line *Guidebook*) (T)(M)
- J.** (Restructured to B3.2.2 of the Private Line *Guidebook*) (T)(M)
- K.** Direct Served Channels not routed via the Central Office (non-continuous property) are limited to one mile in length and are available only at the economic option of the Company.
- L.** Continuous property channels are applicable between different buildings on same continuous property and between different premises within the same building.

 - 1. Such channels will also be applicable to multi-building complexes such as federal, county or municipal centers, airports, shopping centers, colleges and universities, hospitals, resort developments, industrial and business complexes whether or not intersected by a public thoroughfare provided the following conditions are met:

 - a. The adjacent property segments created by the intersection of a public thoroughfare would be continuous in the absence of the thoroughfare.
 - b. The channels must be provided on a direct basis (not routed via the Central Office) and are available only at the economic option of the Company.
 - c. The cost of any supporting structure required for such channels will be borne by the customer unless the facilities carried by the supporting structure are predominantly used to provide exchange telephone service to members of the general telephone user body.
- M.** Dedicated circuits between the customer's interLATA Electronic Tandem Switching (ETS), Digital Electronic Tandem Switching (DETS) or Tandem Switching Features (TSF) functions and the customer's other location(s) within the same LATA will be provided from this *Guidebook*. Where this service is provided by the Company as a feature of ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service, a simulated facility group (SFG) is used to provide for the transport of traffic between the ETS, DETS or TSF functions and the basic ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service functions. SFG charges for this service apply and are found in A112.26.7 and A112.28.7. (T)

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.1 Extension Services¹ (Cont'd)

A13.1.2 Types and Descriptions

- A. These channels are furnished for operation on a two-point basis for service seven (7) days per week, 24 hours per day, for a minimum period of one (1) month. These channels may also be furnished on a link (partial channel) basis when connected to CNM - FlexServ service and/or MegaLink Channel Service. The transmission characteristics and various types of services furnished within this category of service are as follow:
1. Basic - Parameters and Specifications for Extension and Tie Line Service used with terminal equipment are described for the end-to-end operation as follows:
 - a. Basic Parameters

Net Loss	Local Channels used with terminal equipment: Limit as specified in the following Local Channel descriptions. Losses or gains present in station equipment have not been included.	
Frequency Response	- (Referenced to the 1000 HZ loss)	
300 - 3000 Hz	- 3 db to + 12 db	
500 - 2500 Hz	- 2 db to + 8 db	
 2. Local Channels for use with terminal equipment are described following (Type 2110). Channels which provide auxiliary features, Tie Line Service and PBX Extension Station Service are now located in Sections B3 and B103 of the Private Line *Guidebook*. (Types 1105, 2112, 2114 and 2115) (T)
 - (Restructured and obsoleted to B103.9.1 of the Private Line *Guidebook*) (T)
 - Type 2110 A two-wire interface with effective two-wire facilities furnished for voice transmission for Off-premises residence or business extension use.
 - (Restructured to B3.2.2 of the Private Line *Guidebook*) (T)
 - (Restructured to B3.2.2 of the Private Line *Guidebook*) (T)
 - (Restructured to B3.2.2 of the Private Line *Guidebook*) (T)
 3. If the extension station is served from a serving wire enter different from the main station, interoffice mileage charges from Section A9 will apply. (T)
 4. (Restructured to B3.2.2 of the Private Line *Guidebook*) (T)

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.1 Extension Services¹ (Cont'd)

(DELETED)

(D)

A13.1.3 Rates and Charges

A. For use with terminal equipment

	Nonrecurring Charge	Monthly Rate	USOC	
1. For Local Channels, per channel				
(a) (Restructured and obsoleted to B103.9.2 of the Private Line <i>Guidebook</i>)				(T)
(b) Type 2110	\$143.25	\$12.15	1SE6+	
(c) (Restructured to B3.4.1 of the Private Line <i>Guidebook</i>)				(T)
(d) (Restructured to B3.4.1 of the Private Line <i>Guidebook</i>)				(T)
(e) (Restructured to B3.4.1 of the Private Line <i>Guidebook</i>)				(T)
2. For a channel not routed via the central office (limited to channels not more than one air mile in length), per two-point channel				
(a) (Restructured and obsoleted to B103.9.3 of the Private Line <i>Guidebook</i>)				(T)
(b) Type 2110	107.75	12.15	J5O6+	
(c) (Restructured to B3.4.2 of the Private Line <i>Guidebook</i>)				(T)
(d) (Restructured to B3.4.2 of the Private Line <i>Guidebook</i>)				(M)(T)

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

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.1 Extension Services (Cont'd)

A13.1.3 Rates and Charges (Cont'd)

A. For use with terminal equipment (Cont'd)

		Nonrecurring Charge	Monthly Rate	USOC	(M)
3.	For a channel between different buildings on same continuous property or between different premises in the same building. ^{1,2}				
	a. Per 1/10 mile (ALM)				
	(1) First 1/10 mile (ALM)				
	(a) (Restructured and Obsoleted to B103.9.2.B.2 of the Private Line <i>Guidebook</i>)				(T)
	(b) Type 2110	\$107.75	\$1.95	1LL+E	
	(c) (Restructured to B3.4.3.A of the Private Line <i>Guidebook</i>)				(T)
	(d) (Restructured to B3.4.3.A of the Private Line <i>Guidebook</i>)				(T)
	(2) Each additional 1/10 mile				
	(a) (Restructured to B3.4.3.A of the Private Line <i>Guidebook</i>)				(T)
	(b) Type 2110	-	1.75	1LL+E	
	(c) (Restructured to B3.4.3.A of the Private Line <i>Guidebook</i>)				(T)
	(d) (Restructured to B3.4.3.A of the Private Line <i>Guidebook</i>)				(T)
4.	For a Local Channel terminated outside the Private Line Serving Area (PLSA) in addition to a. preceding. ³				
	(DELETED)				(D)
	Note 1: When a channel between different buildings on the same continuous property requires a connection to the serving wire center, then a charge for each local channel required will apply. The nonrecurring charge is applicable per channel.				
	Note 2: Reference A13.1.1.D and A13.1.1.E concerning these channel services.				
	Note 3: When a serving central office is located outside the Private Line Serving Area (PLSA), no zone charge will apply to a customer located in the same zone as the serving central office, or in a zone which is adjacent to the serving central office's zone.				

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.1 Extension Services¹ (Cont'd)

A13.1.3 Rates and Charges (Cont'd)

B. (Restructured to B3.4.3 of the Private Line *Guidebook*)²

(T)

C. Charges for Connecting Service

1. For extension channels provisioned concurrent with the main service, the Service Charges specified in Section A4 apply for the connection of the main service. Nonrecurring charges specified in A13.1.3 apply for installation of the extension channels.
2. For off-premises channels provided subsequent to the main service, the Secondary Service Charge in Section A4 is applicable in addition to the nonrecurring charge for the channel as specified in A13.1.3.

	Nonrecurring Charge	USOC
	Series 2100/2110	
3. The Secondary Service Charge in Section A4 is applicable to Inside Moves, in addition to the following charge for moving the channel. If the Line Connection Charge or Line Change Charge is applicable for other service on the same request, the Secondary Service Charge is not applicable.		
(a) Inside Moves ^{3,4}	\$51.25	NA
Changing from one type of service to another type of service is considered as a disconnect and a new connect.		

4. A Premises Visit Charge is applicable for the installation or inside move of off-premises channels when a premises visit is required. Only one Premises Visit Charge applies for all work performed at the same premises at the same time. Premises Visit charges are not applicable to 2115 channels.

(a) Premises Visit Charge⁴

24.00 **NA**

Note 1: Tie Lines are restructured to B2.2.2 of the Private Line *Guidebook*.

(T)

Note 2: The rates and charges for a Series 2000 Voice Grade Interoffice Channel in B3.4.4 of the Private Line *Guidebook* apply.

(T)

Note 3: Only the Secondary Service Charge applies to Inside Moves on 2115 channels.

Note 4: Channel Types 2112 and 2114 have been restructured to Section B3.4.3 of the Private Line *Guidebook*.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.1 Extension Services¹ (Cont'd)

A13.1.4 (DELETED)

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

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.1 Extension Services¹ (Cont'd)

A13.1.4 (DELETED) (Cont'd)

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

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.1 Extension Services¹ (Cont'd)

A13.1.5 (Restructured to B3.4.4 of the Private Line *Guidebook*)

(T)

A13.2 Touch-Tone Calling Service

A13.2.1 General

- A. Touch-Tone Calling Service provides for the origination of telephone calls through the use of pushbuttons in lieu of a rotary dial.
- B. The service is furnished for use with individual and two-party central office lines. It may be furnished to either one or both subscribers on a two-party line.
- C. Touch-Tone Calling Service requires special central office equipment and will be provided only from central offices where facilities are available.

A13.2.2 Reserved for Future Use

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

(M)

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.2 Touch-Tone Calling Service (Cont'd)

A13.2.3 Rates and Charges

- A. Touch-Tone Calling Service rates and charges shall apply where the customer has the capability to originate calls by means of instruments equipped for tone-type signaling and where the special central office facilities exist. (T)
- B. Touch-Tone Calling Service is provided at no charge, however, rates and charges for other facilities and service furnished are applicable. (M)

	Installation Charge	Monthly Rate	USOC	
1. Individual and Two-Party Line Service				
(a) Residence, per line	-	-	TTR	
(b) Business, per line	-	-	TTB	
2. Centrex Type Services				(T)
3. All PBX systems				(T)
(a) Central office trunks, each	-	-	TJB	

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.3 (DELETED)

(D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.3 (DELETED) (Cont'd)

(D)

A13.4 Special Billing Services¹

(T)

A13.4.1 Machine Tape Records

A. Copies of machine tape records used for the preparation of local exchange service, long distance message telecommunications service and other charge and credit billing will be furnished where requested by subscribers on the basis as follows:

1. The initial blank tape is furnished by the subscriber and thereafter tapes are exchanged.
2. The tape will be written in the format and machine code used by this Company and the subscriber will be responsible for making the tape compatible with his data processing equipment.

B. Rates

1. Billing for machine tape records

	Monthly	
	Rate	USOC
(a) Local service and equipment records	\$38.75	B13
(b) Other charge and credit records	38.75	9FF
(c) Long distance message records	38.75	Y18

Note 1: See A3.22 for the availability with this service of Local Usage Detail in the Community Circle Plan (CCP) as specified in A3.4.28 and the Pender County Calling Plan (PCCP) as specified in A3.4.29.

(T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.4 Special Billing Services¹ (Cont'd)

(M1)

A13.4.2 Wide Area Telecommunications Service Message Detail

- A. Copies of Company records used for servicing of WATS accounts may be provided upon customer request. The message detail may be provided in magnetic tape or in printed form. When furnished by magnetic tape, the initial blank tape is furnished by the customer and thereafter tapes are exchanged. Simple message detail envisions the provision of the called number and length of call. Message detail with station identification envisions the provision of called number, calling station number, and length of call.
- B. Rates
 - 1. WATS Message Detail

	Nonrecurring Charge	Monthly Rate	USOC
(a) Without station identification	-	\$38.75	B14
(b) Charge per message without station identification	-	.01	NA
(c) With station identification ²	\$605.25	38.75	B14
(d) Charge per message with station identification	-	.02	NA

A13.4.3 Directory Assistance Call Summary

- A. Subscribers who desire a summary of calls, by calling line number, to Directory Assistance may be provided such information in print-out form upon request.
- B. Rates
 - 1. Directory Assistance Call Summary

	Monthly Rate	USOC
(a) Per printout	\$38.75	ZZODA

A13.4.4 Customized Large User Bill (CLUB)

(M2)

- A. General (M2)
 - 1. The Customized Large User Bill (CLUB) is designed to accommodate the special needs of business customers with large and complex bills. (M2)
 - 2. CLUB bills are available at no charge to business customers upon request of the customer. They are furnished on 8 1/2" x 11" paper with sorting, sequencing and page break options available to the customer. Also included are itemization of international calls under separate categories as well as directory assistance detail for each billed telephone number. USOC (Universal Service Order Code) summary is available which provides a list of USOC's and their definitions and quantities, the taxability codes, and associated revenue. This bill replaces the normal bill received by these subscribers each month. Additional billing options are available as described in B. (T)(M2)
- B. Rates and charges³ (T)(M2)
 - 1. Optional billing services are offered on a monthly basis per revenue accounting office where billing media are prepared and processed. (M2)

	Nonrecurring Charge	Monthly Rate	USOC
(a) Tax summary to provide the type of tax, the tax rate, and the tax amount	\$265.00	\$7.00	LUS5X (M2)
(b) Itemized call summary to provide the type of call, total minutes of each call, and the associated costs	120.00	2.00	LUS6X (M2)
Note 1: See A3.22 for the availability with this service of Local Usage Detail in the Community Circle Plan (CCP) as specified in A3.4.28 and the Pender County Calling Plan (PCCP) as specified in A3.4.29.			(T)
Note 2: Nonrecurring charge applicable only for the initial request from a subscriber.			
Note 3: Secondary Service Charges in Section A4 apply for customer conversion to any of these options.			(T)(M2)

Pages 13.0.1 through 13.2 are hereby deleted in their entirety and removed from this Guidebook

(N)

M1 - Material previously appearing on this page now appears on page(s) 12 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 13.0.1 and 13.1 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

(M1)

A13.4 Special Billing Services¹ (Cont'd)

(M2)

A13.4.5 Magnetic Tape Bill Format for Business Customers

(M2)

A. General

(M2)

- 1. The magnetic tape bill format is designed to accommodate the special needs of customers who have very large and complex bills. (M2)

B. Application of charges

(M2)

- 1. A customer may request one magnetic tape bill format per revenue accounting office, per month, as the single billing medium at no additional charge. A revenue accounting office is the office where billing media are prepared and processed. (M2)
- 2. A customer requesting both magnetic tape bill format and a paper bill or more than one magnetic tape bill format per revenue accounting office is charged the rate for the magnetic tape bill format listed in A13.4.5.C. (T)(M2)

C. Rates and charges

(M2)

- 1. Rate for magnetic tape bill format when both the paper bill and magnetic tape bill format are requested per revenue accounting office or more than one copy of the magnetic tape bill format per revenue accounting office is requested. (M2)

(a) Per magnetic tape bill format, per revenue accounting office	Monthly Rate	USOC	
	\$77.00	MBT	(M2)

A13.4.6 Reserved for Future Use

(M2)

A13.4.7 Diskette Analyzer Bill (DAB) Service

(T)(M2)

A. General

(M2)

- 1. Diskette Analyzer Bill (DAB) service is a service, which provides the customer with a monthly telephone bill and analysis capability. (T)(M2)

B. Rates and Charges

(M2)

- 1. Basic Service (M2)

(a) Per customer bill	Nonrecurring Charge	Monthly Rate	USOC	
	\$140.00	\$35.00	FDA	(M2)

Note 1: See A3.22 for the availability with this service of Local Usage Detail in the Community Circle Plan (CCP) and the Pender County Calling Plan (PCCP) as specified in A3.4.29. (T)(M2)

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) 13.1 and 13.2 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.5 (DELETED)

A13.6 (DELETED)

A13.7 (DELETED)

(D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.8 Rotary Line Service

A13.8.1 General

- A. Rotary line service may be provided on a standard rotary basis or on a circular hunt basis.
 - Standard rotary line service provides a means whereby calls made to any number in a rotary group will be automatically completed over the first idle line, with the search ending with the last line in the group.
 - Circular hunting allows the search for an idle line to continue from the last line to the first line in the group, with the search ending either when an idle line is encountered or when the line preceding the original number dialed is encountered.
- B. This service is furnished only on lines on the same premises. The following rates and charges apply only in connection with individual business flat rate, BellSouth Business Plus service, message rate or Community Caller Plus lines, or residence flat rate, Community Caller Plus, Area Plus service or Complete Choice service lines arranged for rotary.¹
- C. The rotary rate differential will not be applicable on PBX trunks, or Centrex Type Services main station lines.
- D. Rates and charges for business measured service lines arranged with rotary service are specified in A103.13¹
- E. See Section A6 for the terms and conditions applicable to listings in connection with provision of main services on a rotary basis. (T)

A13.8.2 Rates and Charges

- A. The rate for each individual rotary line is the applicable monthly rate for individual line service in addition to the following monthly rate.

		Monthly Rate, Per C.O. Line Equipped		
		Residence	Business	USOC
1.	Per rotary line (for exchanges with Community Caller Plus Rates or Flat Rate Business Line appearing in A3.3).			
	(a) Group 1	\$5.22	\$13.68	HTG
	(b) Group 2	5.35	13.68	HTG
	(c) Group 3	5.49	13.68	HTG
	(d) Group 4	5.61	13.68	HTG
	(e) Group 5	5.77	13.68	HTG
	(f) Group 6	5.92	13.68	HTG
	(g) Group 7	6.08	13.68	HTG
	(h) Group 8	6.21	13.68	HTG
	(i) Group 9	6.35	13.68	HTG
	(j) Group 10	6.51	13.68	HTG
2.	Per rotary line (for exchanges with Community Caller Plus Rates or Flat Rate Business Line appearing in the Local Exception A3.4)			
	(a) Apex	6.52	13.68	HTG
	(b) Bessemer City	6.10	13.68	HTG
	(c) Cary (excluding BST Research Triangle Park)	6.68	13.68	HTG
	(d) Charlotte	6.52	13.68	HTG
	(e) Cherryville	6.63	13.68	HTG
	(f) Davidson	6.59	13.68	HTG
	(g) Huntersville	6.84	13.68	HTG
	(h) Knightdale	6.66	13.68	HTG
	(i) Raleigh (excluding Raleigh-Durham Airport)	6.53	13.68	HTG
	(j) Raleigh-Durham Airport	-	13.68	HTG
	(k) BST Research Triangle Park	-	13.68	HTG
	(l) Selma	7.20	13.68	HTG
	(m) Wendell	6.66	13.68	HTG
	(n) Zebulon	6.72	13.68	HTG

Note 1: See A103.13 for rates for Apex, Atkinson, Burgaw, Cary, Castle Hayne, Chapel Hill, Greensboro, Julian, Knightdale, Monticello, Raleigh, Scotts Hill, Summerfield, Wendell, Wilmington, Winston-Salem and Zebulon customers subscribing to the Thrifty Caller Option of Expanded Local Service.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

(M1)

A13.9 Custom Calling Services

(M2)

A13.9.1 Description

(M2)

- A. Custom Calling services are auxiliary features provided in addition to basic telephone service. Custom Calling services consist of the following features: (M2)
1. Call Forwarding Variable - This provides an arrangement for transferring incoming calls to another local service telephone number by dialing a code and the number of the service to which calls are to be transferred. In addition, calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred. (M2)
 2. Three-Way Calling - This permits an existing call to be held, and, by dialing, a second telephone call can be established and added to the connection. This service contemplates that normal transmission performance quality cannot be guaranteed on all calls. This feature is available through monthly subscription or on a per use/occasion basis. For per-use rates and description, see A13.9.4. (M2)
 3. Call Waiting - By means of a tone signal a customer who is using the telephone is alerted when another caller is trying to reach that station. Permits putting first call on hold so that second call can be answered. Cancel Call Waiting provides the ability to deactivate the Call Waiting feature on a per call basis and is included with Call Waiting where available. (M2)
 In Central Offices where the capability exists and has been implemented, subscribers to Call Waiting may dial activate a Control Call Waiting feature. Before a call is initiated, the subscriber may activate the Control Call Waiting feature and Call Waiting is then made inoperative on the first call initiated by the subscriber immediately following activation of the cancel feature. The feature may also be activated after a call is established, if the customer subscribes to a service that allows flash-hook privileges such as Three-Way Calling. Call Waiting is restored automatically on termination of such a call. During the time the Control Call Waiting feature is activated, incoming callers receive a busy tone. (M2)
 4. Speed Calling - This provides for the calling of a 7- or 10-digit telephone number by dialing an abbreviated code. The two arrangements available are an eight-number capacity (8-code¹) and a thirty-number capacity (30-code). (M2)
 5. Call Forwarding Busy Line - This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to either a different subscriber's telephone number or a different telephone number for the same subscriber located on a different premises from the Call Forwarding Busy Line provisioned premises. The customer selected forward-to telephone number is preprogrammed at the time service is established and can only be changed via service order. Call Forwarding Busy Line shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment of Rotary Line Service. (M2)
 6. Call Forwarding Don't Answer - This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer preselected interval, to another telephone number. The customer selected forward-to telephone number and specified interval are preprogrammed at the time service is established and can only be changed via service order. (M2)
 7. Call Forwarding Don't Answer - Ring Control (CFDA-RC) - This feature provides for calls incoming to a subscriber's idle directory number to be forwarded to another telephone number after a customer-controlled interval expressed in either ring cycles or seconds, depending on specific technology involved. The forwarded-to telephone number is specified at the time service is established and can only be changed via service order. Such a change is subject to the Secondary Service Charge. CFDA-RC is available only where facilities permit, and provides the customer with the capability to change the interval after which forwarding occurs. Such a change is made at the convenience of the customer, and is not subject to Service Charges. After establishment of service, the interval cannot be changed via service order. (M2)
 8. Customer Control of Call Forwarding Busy Line² - This feature provides a customer the Call Forwarding Busy Line feature and the capability to control from his base station line the activation and deactivation of the service by using dialing codes. The destination telephone number is specified by the customer at the time this feature is ordered and can only be changed via service order. (M2)
 - Note 1:** Effective October 31, 2013, Speed Calling (8-code) is withdrawn and no longer available for business subscribers. (M2)
 - Note 2:** Effective August 1, 2016, Customer Control of Call Forwarding Busy Line and Customer Control Call Forwarding Don't Answer are no longer available for residence subscribers. (M2)

Pages 17.0.0.1 through 17.1 are hereby deleted in their entirety and removed from this Guidebook

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

M2 - Material appearing on this page previously appeared on page(s) 17.0.1 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.1 Description (Cont'd)

A. (Cont'd)

- | | | |
|-----|--|------|
| | | (M1) |
| 9. | Customer Control of Call Forwarding Don't Answer ¹ - This feature provides a customer the Call Forwarding Don't Answer feature and the capability to control from his base station line the activation and deactivation of the service by using dialing codes. The destination telephone number and forwarding interval are specified by the customer at the time this feature is ordered and can only be changed via service order. | (M2) |
| 10. | Call Forwarding Busy Line Multiple Simultaneous Calls - This feature provides a customer who has Call Forwarding Busy Line or Customer Control of Call Forwarding Busy Line ¹ the option to specify the number of calls that will be forwarded simultaneously to the forward-to telephone number. The number of intra-office Call Forwarding paths provided will be equal to the interoffice Call Forwarding paths provided and are preprogrammed via service order. Only one calling path will be provided for a single (non-rotary) exchange line/trunk. The number of calling paths provided on exchange lines/trunks equipped with Rotary (Grouping) arrangements cannot exceed the number of exchange lines/trunks so equipped. | (M2) |
| 11. | Call Forwarding Don't Answer Multiple Simultaneous Calls - This feature provides a customer who has Call Forwarding Don't Answer or Customer Control of Call Forwarding Don't Answer ¹ the capability to specify the number of calls that will be forwarded simultaneously to the forward-to telephone number. The number of intra-office Call Forwarding paths provided will be equal to the interoffice Call Forwarding paths provided and are preprogrammed via service order. Only one calling path will be provided for a single (non-rotary) exchange line/trunk. The number of calling paths provided on exchange lines/trunks equipped with Rotary (Grouping) arrangements cannot exceed the number of exchange lines/trunks so equipped. | (M2) |
| 12. | Call Forwarding Variable Multiple Simultaneous Calls - This feature provides a customer who has Call Forwarding Variable, Call Forwarding Variable Without Call Completion the capability to specify the number of calls that will be forwarded simultaneously to the forward-to telephone number. The number of intra-office Call Forwarding paths provided will be equal to the interoffice Call Forwarding paths provided and are preprogrammed via service order. Only one calling path will be provided for a single (non-rotary) exchange line/trunk. The number of calling paths provided on exchange lines/trunks equipped with Rotary (Grouping) arrangements cannot exceed the number of exchange lines/trunks so equipped. | (M2) |
| 13. | Remote Access - Call Forwarding Variable - This feature provides a customer the Call Forwarding Variable feature and the capability to activate and deactivate the service remotely from any line/equipment capable of Touch-Tone signaling rather than only from the base station line. This feature does not require that a courtesy call be completed to the forward-to telephone number. | (M2) |
| | Note 1: Effective August 1, 2016, Customer Control of Call Forwarding Busy Line and Customer Control Call Forwarding Don't Answer are no longer available for residence subscribers. | (M2) |

Pages 18.0.1 through 18.4 are hereby deleted in their entirety and removed from this Guidebook

(N)

M1 - Material previously appearing on this page now appears on page(s) 20 of this section.

M2 - Material appearing on this page previously appeared on page(s) 17.1 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.1 Description (Cont'd)

A. (Cont'd)

14. Call Waiting ID - This service allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Call Waiting ID includes the functionality of the Call Waiting feature and provides several additional call disposition options.

The customer must have a Calling Identification Delivery feature, such as Caller ID-Basic¹ or Caller ID for the calling identification data of the waiting call to be provided following the Call Waiting ID alerting tone. (C)

The customer must subscribe to a Call Forwarding Don't Answer feature in order to forward a waiting call to another location.

Call disposition options provided with Call Waiting ID include:

- Answer the waiting call, placing the first party on hold
- Answer the waiting call, dropping the first party
- Direct the waiting caller to hold via a recording
- Forward the waiting call to another location (e.g., a voice mailbox or Telephone Answering Service)
- Conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.

Utilization of the full capabilities of Call Waiting ID requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation and maintenance of the ADSI-compatible CPE and its technical capability to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein.

All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this Guidebook. Such features must be ordered separate from Call Waiting ID.

15. Three-Way Calling with Transfer - This feature allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. Incoming calls may be transferred to another access arrangement on an inter- or intra-switch basis. Where the subscriber originates both legs of a three-way call, those legs will remain bridged together when the subscriber goes on hook when at least one of the legs is a call for which both the originating and terminating points are served by the same switch. Where the subscriber originates two inter-switch legs of a three-way call, both legs remain bridged when the subscriber goes on hook where the serving switch is not a 5ESS switch. For such calls in a 5ESS switch, both inter-switch legs are disconnected when the subscriber goes on hook. This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.
16. Star 98 Access - This feature, as specified in A13.9.7, allows a subscriber to dial *98 instead of dialing a 7-digit or 10-digit telephone number to access a service such as their voice mail service.

Note 1: Effective August 1, 2017, Caller ID – Basic is no longer available for residence subscribers. (N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.2 Provision of Service

- A. Custom Calling Services are furnished only from central offices which have been arranged to provide these services. The services are provided subject to the availability of the facilities.
- B. Except as provided in C, Custom Calling Services are furnished only in connection with individual line residence and business main service, excluding Access Line Service for Payphone Service Provider Telephones.
- C. Custom Calling Services as itemized in A13.9.3.B are offered for use with PBX Trunk Service or Outward WATS Service subject to the following limitations:
 - 1. May be provided when compatible with the equipment configuration at the customer's premises.
 - 2. Not available with Direct Inward Dial type trunks.
 - 3. Available with non-hunting arrangements, multiline and series completion hunting arrangements only, and subject to the limitations of these hunting arrangements.
 - 4. Custom Calling Services can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
- D. Except during periods of special promotions offered pursuant to A2.10 or where Call Waiting ID is provided as part of some other offering, the service charge for establishment of Call Waiting ID on the customer's line and one month's recurring charge for Call Waiting ID will be waived for the first sixty (60) days of availability in each area. Terms of such special promotions or other offerings as relating to Call Waiting ID will be applied during any period of coincidence between such special promotions or offerings and the first sixty days of availability of Call Waiting ID in a particular area.
- E. Subscribers to Call Waiting ID must have Touch-Tone service.

A13.9.3 Rates¹

- A. Residence
Refer to A13.33 for discounts applicable to the subscription rate of selected multiple features for residence customers.
 - 1. Non-packages

	Monthly Rate	USOC	
(a) Call Forwarding Variable ²	\$13.99	ESM	(1)
(b) Three-Way Calling ²	13.99	ESC	(1)
(c) Call Waiting ²	13.99	ESX	(1)
(d) Speed Calling (8-Code) ²	13.99	ESL	(1)
(e) Speed Calling (30-Code) ²	13.99	ESF	(1)
(f) Call Forwarding Busy Line ²	2.00	GCE	
(g) Call Forwarding Don't Answer ²	2.00	GCJ	
(h) Remote Access - Call Forwarding Variable	7.00	GCZ	
(i) Call Forwarding Don't Answer - Ring Control	2.00	GCJRC	
(j) Call Waiting ID	13.99	ESXD+	(1)
(k) Three-Way Calling with Transfer ³	13.99	ESCWT	(1)

Note 1: A Secondary Service Charge is applicable to this service when provided on a separate order. No other service charges are applicable.

Note 2: Monthly rate per central office line equipped.

Note 3: Appropriate local, expanded local or toll usage charges apply for calls originated by the subscriber, including connections which continue after the subscriber exits the call.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

A13.9.3 Rates¹ (Cont'd)

B. Business/Business PBX

	Monthly Rate	USOC	
1. Non-Packages			(M)
(a) Call Forwarding Variable ²	\$5.50	ESM	(M)
(b) Call Forwarding Variable ³	8.50	E4O	(M)
(c) Three-Way Calling ²	6.00	ESC	(M)
(d) Call Waiting ²	8.50	ESX	(M)
(e) (DELETED)			(M)
(f) (DELETED)			(M)
(g) (DELETED)			(M)
(h) Speed Calling (30-Code) ²	4.50	ESF	(T)(M)
(i) Speed Calling (30-Code) ⁴	7.00	ESFWT	(T)(M)
(j) Speed Calling (30-Code) ³	7.00	ESFTK	(M)
(k) Call Forwarding Busy Line ²	5.00	GCE	(T)(M)
(l) Call Forwarding Don't Answer ²	5.00	GCJ	(T)(M)
(m) Customer Control of Call Forwarding Busy Line ²	6.25	GJP	(T)(M)
(n) Customer Control of Call Forwarding Don't Answer ²	6.25	GJC	(T)(M)
(o) Call Forwarding Don't Answer - Ring Control	5.00	GCJRC	(M)
(p) Call Forwarding Busy Line Multiple Simultaneous Calls ⁵	5.00	CFSBX	(M)
(q) Call Forwarding Don't Answer Multiple Simultaneous Calls ⁵	5.00	CFSDX	(M)
(r) Call Forwarding Variable Multiple Simultaneous Calls ⁵	3.00	CFSVX	(M)
(s) Remote Access - Call Forwarding Variable	7.45	GCZ	(M)
(t) Three-Way Calling with Transfer ⁶	6.45	ESCWT	(M)
2. Packaged Services ²			(T)(M)
(a) Call Forwarding Variable with Call Waiting	7.84	ES7	(M)
(b) Call Forwarding Variable and Three-Way Calling	6.83	ER5	(M)
(c) (DELETED)			(M)
(d) Call Waiting and Three-Way Calling	8.79	ER9	(M)
(e) (DELETED)			(M)
(f) (DELETED)			(M)
(g) (DELETED)			(M)
(h) Call Forwarding Variable, Call Waiting and Three-Way Calling	10.42	ETC	(M)
Note 1:	A Secondary Service Charge is applicable to this service when provided on a separate order. No other service charges are applicable.		(M)
Note 2:	Monthly rate per central office line/trunk equipped.		(M)
Note 3:	Monthly rate per trunk equipped.		(M)
Note 4:	Monthly rate per outward WATS line equipped.		(T)(M)
Note 5:	Monthly rate per call forwarding path.		(M)
Note 6:	Appropriate local or toll usage charges apply for calls originated by the subscriber, including connections which continue after the subscriber exits the call.		(M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.9 Custom Calling Services (Cont'd)

(M1)

A13.9.4 Per Use Three-Way Calling Service

(M1)

A. General

(M1)

1. Per Use Three-Way Calling Service is available to all individual line residence and business one-party customers where facilities permit. This service permits use of the three-way calling feature on an as-needed basis, with the subscriber paying the rate shown in A13.9.4.B for each occasion it is successfully used. Three-way calling permits the subscriber activating the feature to hold an in-progress call and originate a second call while maintaining privacy from the first call, or to add another party for a three-way conference arrangement. (M1)
2. This feature is activated by "flashing" the serving switch from the subscriber's terminating equipment. "Flashing" is accomplished via a receiver button, switchhook, hook flash key, flash key, etc. This technology provides the subscriber with spontaneous control of the feature. (M1)
3. The per-use charge is applied only when a second call is completed and bridged to the first call. Completed calls include, but are not limited to, those calls terminated to telephones, voice messaging systems, answering machines, facsimile machines, modems, etc. (M1)
4. The per use charge is in addition to any switched network usage charge appropriate for the line with which the Per Use Three-Way Calling feature is associated. Such usage may include, but is not limited to toll charges, local measured service charges, exception calling plan rates, etc. Terms and conditions of these charges are as covered in *guidebook* sections specific to that particular call type, and are not impacted by the application of the per-use charge. (T)(M1)
5. Access to the per-use capability can be restricted at the customer's request at no charge. (M1)

B. Rates

(M1)

1. Per Use Three-Way Calling (M1)

(a) Per use (requires completion of second call)	Residence	Business	USOC	
	\$3.00	\$3.00	NA	(M1)

A13.9.5 Reserved For Future Use

(M1)

A13.9.6 Reserved For Future Use

(M1)

A13.9.7 Star 98 Access

(M1)

A. Applications

(M1)

Star 98 Access is an optional network feature which allows the subscriber to dial *98 instead of dialing a 7-digit or 10-digit telephone number to access a service, generally a local voice mail service, from the subscriber's home or business telephone line. Star 98 Access is available, where facilities permit, to individual line residence and business subscribers. (M1)

B. Description

(M1)

Star 98 Access provides subscribers with access to a service, generally their local voice mail service, when they dial *98 from their home or business telephone line. Star 98 Access connects the customer to the local telephone number, generally of their voice mail provider, to whom their calls are forwarded via a version of Call Forwarding Don't Answer. (M1)

C. Terms, Conditions and Limitations of Services

(T)(M1)

1. Star 98 Access is only available to subscribers on lines which are equipped with one of the Call Forwarding Don't Answer custom calling features available in this *Guidebook*. (T)(M1)
2. Star 98 Access is provisioned on a per line basis and functions only from the subscriber's line which is provisioned with this feature. (M1)
3. Star 98 Access is not available on ISDN, Prestige, Foreign Central Office (FCO), Foreign Exchange (FX) lines or any Centrex type service. (T)(M1)
4. Star 98 Access may not be compatible with all features available in Section A13. (T)(M1)

D. Rates and Charges¹

(M1)

1. Per line equipped (M1)

(a) Residence	Monthly Rate	USOC	
	\$1.00	S98AF	(M1)
(b) Business	2.00	S98AF	(M1)

Note 1: A Secondary Service Charge, as specified in A4 is applicable to this service when provided on a separate order. No other service charges are applicable. (T)(M1)

(M2)

M1 - Material appearing on this page previously appeared on page(s) 18.1, 18.2 and 18.4 of this section.

M2 - Material previously appearing on this page now appears on page(s) 23 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.10 (DELETED)

A13.11 Remote Call Forwarding

A13.11.1 Description of the Service

- A. Remote call forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station).

A13.11.2 Limitations

- A. RCF service is offered subject to availability of suitable facilities.
- B. RCF service is not offered where the terminating station is a coin telephone.
- C. The Company does not guarantee identification of the originating number to the RCF customer.
- D. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
- E. RCF is not represented as suitable for satisfactory transmission of data.
- F. RCF is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company.
- G. When the RCF number is to be located in a multi-office exchange, the Company will determine the serving central office.
- H. Local forwarding will be provided when the RCF number and the terminating station are both located in the same exchange or when the terminating station is in the Basic Service Area or the Expanded Service Area (as defined in Section A3) of the RCF telephone number. RCF calls arranged for other than local forwarding will be sent-paid (e.g. 1 + toll).
- I. When the RCF customer receives a business listing calls will not be forwarded to a Company provided service for which residential rates apply.
- J. RCF service may not be used to forward to another RCF number or to a number with the dialing sequence "203-XXXX".

A13.11.3 Listings

One listing covering the exchange in which the call forwarding central office is located is provided without additional charge.

A13.11.4 Reserved for Future Use

A13.11.5 Monthly Charges

- A. The following charges are for the RCF feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used.
 - 1. Remote Call Forwarding

	Monthly Rate	Monthly Rate	USOC	
	Residence	Business		
(a) per feature, arranged for other than local forwarding	\$11.02	\$60.86	RCF++	(I)
(b) per feature, arranged for local forwarding	11.02	60.86	RCF+F	(I)
(c) per additional access facility	11.02	60.86	RCA	(I)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.11 Remote Call Forwarding (Cont'd)

A13.11.6 Message Charges

- A. The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (1) a charge for that portion of the call from the originating station to the call forwarding location, and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each such portion shall be as follows:
1. Between the originating station and call forwarding location.
The charge for this portion of a remotely forwarded call shall be the charge specified in this or any other applicable Guidebook for the type of call involved.
 2. Between the call forwarding location and the terminating station.
The RCF customer is responsible for the applicable Local Usage Service charges as specified following, or for the applicable customer-dialed station-to-station charges specified in this or any other applicable Guidebook for the type of call involved. These charges apply to all calls answered at the terminating station.
 3. Expanded Local Usage Service Charges
 - a. Where non-optional expanded local calling areas (Expanded Service Areas) are defined in Section A3, the Expanded Service Area rates specified therein are applicable for similar "local" calls placed via RCF service.
 - b. Discounts, caps and allowances do not apply to these usage charges.

A13.11.7 Service Charges

- A. Service Charges as shown in Section A4 apply as follow:
1. For the initial or subsequent installation of RCF features, the Secondary Service Charge shall apply.
 2. For the subsequent addition of additional access facilities (RCA's) to an existing RCF service, the Secondary Service Charge shall apply.
 3. To change the number at the call forwarding location, or to revise the terminating location number at the call forwarding location or to do both on the same order, the Secondary Service Charge shall apply.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.12 Selective Class of Call Screening

(M)

A13.12.1 Application

(M)

- A. Selective Class of Call Screening Service enables a customer to secure central office blocking of originating 1+, 101XXXX 1+ and 900 service calls. Additionally, specific screening information from the originating line is sent to the operator on Company handled intraLATA calls to prevent operator assisted calls from being billed to the subscriber's line. Information digits are also passed to long distance providers, other than the Company, to identify the line as requiring special operator handling. (M)
- B. Subscribing to this service does not relieve the subscriber of responsibility for calls, other than Company intraLATA calls, which originate from the number. Failure of other long distance providers to act on the information digits passed to them could result in charges being placed on the subscriber's number. (M)
- C. All local calls and calls to Company numbers such as repair service, Directory Assistance Service and public emergency service numbers such as 911 will be permitted from the establishment. However, Directory Assistance Call Completion service is not permitted. (M)
- D. Selective Class of Call Screening is available only from central offices which have been arranged to provide these services. The service is provided subject to the availability of facilities. This service is not compatible with all service offerings such as Customized Code Restriction, International Call Blocking and Toll Terminals. (M)
- E. In exchanges where Community Caller Plus is offered, subscribers may block calls to the expanded area as well as 1+ dialed calls by requesting a 1+ dialing arrangement to exchanges outside the basic local calling area as specified in A3.3. (T)(M)
- F. Selective Class of Call Screening is furnished in connection with local residence and business line service, PBX Trunk service, MultiServ service, or ESSX service, Digital ESSX service, MultiServ PLUS service, and BellSouth Centrex service NAR. The following rates and charges will apply in addition to a Secondary Service Charge. (T)(M)
- G. Selective Class of Call Screening can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies. (T)(M)

A13.12.2 Rates and Charges

(M)

	Monthly Rate	USOC	
A. With Basic Long Distance Restriction			(M)
1. Available to all eligible basic exchange service customers. Does not block calls to the expanded service area exchanges.			(M)
(a) ESSX service, Digital ESSX service, MultiServ PLUS service, and BellSouth Centrex service NAR	\$2.50	SRGBB	(T)(M)
(b) ESSX service, Digital ESSX service, MultiServ PLUS service, and BellSouth Centrex service main station line equipped for screening (must be associated with NAR(s) equipped for screening)	-	SRGPL	(T)(M)
(c) PBX trunk	2.50	SRG	(M)
(d) Per central office line including MultiServ service main station lines	1.25	SRG	(T)(M)
B. With Long Distance and ESA Restrictions			(M)
1. Available to all eligible basic exchange service subscribers. Requires 1+ or 0+ dialing to expanded service area exchanges. Blocks 1+ dialed long distance calls and 1+ dialed calls to expanded service area exchanges.			(M)
(a) ESSX service, Digital ESSX service, MultiServ PLUS service, and BellSouth Centrex service NAR	2.50	SRGNR	(T)(M)
(b) ESSX service, Digital ESSX service, MultiServ PLUS service, and BellSouth Centrex service main station line equipped for screening (must be associated with NAR(s) equipped for screening)	-	SRGPL	(T)(M)
(c) PBX trunk	2.50	SRGBX	(M)
(d) Per central office line including MultiServ service main station lines	1.25	SRGCO	(T)(M)

A13.13 (DELETED)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Long Distance Trunk Service (Toll Terminals)

A13.14.1 General

- A. Long distance trunks are facilities which are arranged for access to toll switchboard positions or the direct distance dialing network.
- B. Long distance trunk service is furnished only from central offices which have been arranged to provide this service and is provided subject to the availability of the facilities. Further, access to the IDDD network as provided in A13.14.2.A is furnished only from central offices which provide IDDD with basic exchange service.
- C. Long distance trunk service is available to hotel, motel and hospital customers who have a requirement for placing a large amount of outgoing long-distance toll messages.
- D. This service is not intended for the completion of incoming toll messages, local exchange messages or messages of any nature other than long distance.
- E. Long distance trunk service telephone numbers will not be listed in the Company's Listing Information System.

A13.14.2 Rates

A. Long Distance Trunks

	Installation Charge	Monthly Rate	USOC	
1. Long distance trunks arranged for connection to toll switchboard positions.				
(a) Each ¹	-	\$1,311.00	TTT	(1)
2. Long distance trunks arranged for connection to either toll switchboard positions or the DDD network.				
(a) Each ¹	-	1,311.00	TTTXA	(1)
3. Long distance trunks arranged for connection to either toll switchboard positions, the DDD network or the IDDD network.				
(a) Each ¹	-	1,311.00	TTTXB	(1)

A13.15 (DELETED)

A13.16 Reserved for Future Use

A13.17 Feature Packages (Obsoleted, See Section A113)

A13.18 (DELETED)

Note 1: Service Charges as specified in Section A4 will apply.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

- (M1)
- A13.19 TouchStar Service** (T)(M2)
- A13.19.1 Applications** (M2)
- A. TouchStar service is a group of central office call management features offered in addition to basic telephone service. (T)(M2)
TouchStar service consists of the following features:
- A13.19.2 Definitions of Feature Offerings** (M2)
- A. Call Return (M2)
- This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. (M2)
- Where facilities permit, upon activation of the feature, the customer will receive a voice announcement stating that Call Return has been accessed. In addition, the announcement will provide the Directory Number (DN) of the last incoming call, unless the telephone number of the last incoming call was suppressed either via per call or per line blocking, or unless the last call was from outside the serving area. The date and time of receipt of the call will also be provided. If the call was from a number within the serving area, the Call Return user will be prompted to enter an additional digit to continue with the feature activation, or to hang up to abort the activation. (M2)
- If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes, both calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. (M2)
- This feature will not work on operator handled calls. In connection with Call Return, the subscriber will receive an announcement on all numbers, subject to technical limitations, including telephone numbers associated with Non-Published Listing Service. (M2)
- If the telephone number of the last incoming call was suppressed, either via per call or per line blocking, that number will not be available for voicing-back and the call cannot be returned by the Call Return user. The Call Return user will receive a voice announcement stating that this service cannot be used to call the number and no charge will be incurred. (M2)
- If the last incoming call number is unavailable for any reason other than suppression via blocking, the Call Return subscriber will receive a voice announcement stating "Call Return cannot be activated at this time because the telephone number is not in our serving area". In this situation, Call Return cannot be activated. (M2)
- If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for announcement. If the incoming call is from a RingMaster service customer, the telephone number transmitted and available for announcement will be the main Directory Number rather than any dependent RingMaster service number. If the incoming call originates from a multi-line hunt group, the telephone number transmitted and announced will always be the main number of the hunt group, unless the telephone numbers are discretely identified within the group. (T)(M2)
- This feature is available, facilities permitting, to residence and business customers as follows: (a) monthly subscription, or (b) per use/occasion. If the customer subscribes to the feature on a monthly basis, unlimited access is provided with no additional charge for each use. Where facilities permit, the feature may be utilized on a non-subscription basis with a per occasion charge for each use. The per use charge generally applies whether the call is completed or not, but no charge applies for attempts to return a call marked private or an out of area call. Access to the usage option can be restricted at the customer's request at no charge. (M2)
- B. Repeat Dialing (M2)
- Repeat Dialing, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. (M2)
- If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. (M2)
- This feature is available, facilities permitting, to residence and business customers as follows: (a) monthly subscription, or (b) per use/occasion. If the customer subscribes to the feature on a monthly basis, unlimited access is provided with no additional charge for each use. Where facilities permit, the feature may be utilized on a non-subscription basis with a per occasion charge for each use. The per use charge applies whether the call is completed or not. Access to the usage option can be restricted at the customer's request at no charge.

M1 - Material previously appearing on this page now appears on page(s) 26 of this section.

M2 - Material appearing on this page previously appeared on page(s) 36.4 and 36.4.1 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.2 Definitions of Feature Offerings (Cont'd)

C. Call Tracing

Call Tracing enables the customer to initiate an automatic trace of the last call received. If the customer makes or receives another call after hanging up from the annoying call, prior to activating the trace, Call Tracing will not record the correct number. Only calls from within the same TouchStar service capable area are traceable using Call Tracing. This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group, or each terminal has a unique telephone number associated with it within the group.

Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact *their* local **law enforcement agency** for further action. The customer is not provided the traced number. (C)

Call Tracing is offered as an optional feature in addition to the nuisance call handling procedures available to all subscribers as a courtesy. (C)

Call Tracing is available, facilities permitting, to residence and business customers as follows (a) monthly subscription, or (b) per use/occasion. If the customer subscribes to the feature on a monthly basis, unlimited access is provided with no additional charge for each use. Where facilities permit, the feature may be utilized on a non-subscription basis with a per occasion charge for each successful trace. Access to the usage option can be restricted at the customer's request at no charge.

D. Personalized Ring 6 (a.k.a. Call Selector)

Personalized Ring 6 provides a distinctive ringing pattern to the subscribing customer for up to six specific telephone numbers.

The customer creates a screening list of up to six telephone numbers either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern (short, long, short). Calls from telephone numbers not included on the screening list will produce a normal ring.

The screening list may be edited and revised at the customer's discretion. In some locations, based on availability of facilities, during the editing process the customer will receive a computerized voice-back of telephone numbers on the list. If a number was entered on the list as a result of an incoming call and the call originated from a line where delivery of the calling number was suppressed, via per call or per line blocking, that number will not be available for voicing-back to the Personalized Ring 6 customer.

If the customer subscribes to Call Waiting as described in Section A13, and a call is received from a telephone number on the Personalized Ring 6 screening list while the line is in use, the Call Waiting tone will also be distinctive.

When a telephone number on the Personalized Ring 6 screening list also appears on the Selective Call Forwarding list, Selective Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Block list, the call will be blocked.

If the incoming call is from a telephone number in a multi-line hunt group, this feature will not work unless the number is the main telephone number in the group, or each terminal has a unique telephone number associated with it within the group.

E. Selective Call Forwarding (a.k.a. Preferred Call Forwarding)

Selective Call Forwarding allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the numbers via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

The screening list may be edited and revised at the customer's discretion. In some locations, based on availability of facilities, during the editing process the customer will receive a computerized voice-back of telephone numbers on the list. If a number was entered on the list as a result of an incoming call and the call originated from a line where delivery of the calling number was suppressed, via per line blocking, that number will not be available for voicing-back to the Selective Call Forwarding customer.

If the customer also subscribes to Call Block and the same telephone number is entered on both screening lists, the Call Block feature must be deactivated to allow the call to forward.

If the incoming call is from a telephone number in a multi-line hunt group, this feature will not work unless the number is the main telephone number in the group, or each terminal has a unique telephone number associated with it within the group.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.2 Definitions of Feature Offerings (Cont'd)

F. Call Block

This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be blocked via an interactive dialing sequence. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive his call at this time.

The screening list may be edited and revised at the customer's discretion. In some locations, based on availability of facilities, during the editing process the customer will receive a computerized voice-back of telephone numbers on the list. If a number was entered on the list as a result of an incoming call and the call originated from a line where delivery of the calling number was suppressed, per call or via per line blocking, that number will not be available for voicing-back to the Call Block customer.

If the customer also subscribes to Selective Call Forwarding and/or Personalized Ring 6 and the same telephone numbers appear on those screening lists, Call Block will take precedence.

If the incoming call is from a telephone number in a multi-line hunt group, this feature will not work unless the number is the main telephone number in the group, or each terminal has a unique telephone number associated with it within the group. Additionally, this feature will not block calls from coin or cellular telephones or operator assisted calls.

G. Caller ID – Basic¹

This feature enables the customer to view on a display unit the calling party number on incoming telephone calls.

When Caller ID - Basic is activated on a customer's line, the calling party numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID - Basic customer.

Any customer subscribing to Caller ID - Basic will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

If the incoming call is from a caller who subscribes to RingMaster service, the telephone number transmitted will always be the main number rather than the RingMaster service number.

If the incoming call is from a caller served by a PBX, generally only the main number of the PBX is transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station number originating the call may be transmitted and available for display.

If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group, unless, facilities permitting, each terminal has a unique telephone number associated with it within the group.

The calling number will not be delivered on operator handled calls.

Note 1: Effective August 1, 2017, Caller ID – Basic is no longer available for residence subscribers.

(C)

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

(M)

A13.19.2 Definitions of Feature Offerings (Cont'd)

(M)

H. Caller ID (a.k.a. Caller ID Deluxe - Name and Number Delivery)¹

(M)

This feature enables the customer to view on a display unit the calling party Directory Name and Directory Number (DN) on incoming telephone calls.

(M)

A maximum of fifteen characters is allowed for transmission of the Directory Name.

(M)

When Caller ID is activated on a customer's line, the Directory Name and Directory Number on incoming calls will be displayed on the called CPE during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID customer.

(M)

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

(M)

If the incoming call originates from a customer-provided Public Telephone, the name information transmitted will always be "Pay Phone" unless blocking was activated by the calling party.

(M)

If the incoming call is from a caller who subscribes to RingMaster service, the name and number transmitted will always be the main directory listing information rather than the RingMaster service listed name and number.

(M)

If the incoming call originates from a multi-line hunt group, the name and number transmitted will always be the main listed directory name and number of the hunt group, unless, facilities permitting, the lines are Telephone Number (TN) identified within the group.

(M)

If the incoming call is from a caller served by a PBX, only the main listed name and number of the PBX will be transmitted and available for display. However, in certain circumstances where facilities permit the information associated with the actual station number originating the call may be transmitted and available for display.

(M)

Where facilities permit, Caller ID includes Anonymous Call Blocking (ACB). This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Blocking is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Local, expanded local and toll calls terminated to the Company Central Office recorded announcement in North Carolina, will not be considered a completed call and will not be billed by the Company.

(M)

Subsequent to establishment of Caller ID, Anonymous Call Blocking can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

(M)

I. Anonymous Call Blocking (a.k.a. Anonymous Call Rejection, *or* ACR)

(T)(M)

This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Blocking is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Local, expanded local and toll calls terminated to the Company Central Office recorded announcement in North Carolina, will not be considered a completed call and will not be billed by the Company.

(M)

A service order is required to establish or discontinue Anonymous Call Blocking. Subsequent to establishment, Anonymous Call Blocking can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

(M)

Note 1: Effective August 1, 2016, Caller ID – Deluxe (without ACB) is no longer available for residence subscribers.

(M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

(T)(M)

A13.19.2 Definitions of Feature Offerings (Cont'd)

(M)

J. Enhanced Caller ID (Busy Line and Idle Line Name and Number Delivery)

(M)

This feature enables the customer to view on a display unit the calling party Name and Directory Number (DN) on incoming telephone calls both when the subscriber's line is in use and when it is not in use. The date and time of the call is also transmitted to the Enhanced Caller ID customer. A maximum of 15 characters is allowed for transmission of the calling party Directory Name. (M)

When the Enhanced Caller ID customer's line is not in use the Directory Name and Directory Number of the line that originated the incoming call and the date and time of the call will be displayed on the called CPE during the first long silent interval of the ringing cycle. (M)

When the Enhanced Caller ID customer's line is in use, the Directory Name and Directory Number of the line that originated the incoming call and the date and time of the call will be displayed on the called CPE following the waiting call alerting tone. The called party has the following options for disposition of the incoming call: (M)

- Answer the waiting call while placing the original call on hold, (M)
- Alternate between the waiting call and the original call, *or* (T)(M)
- Ignore the waiting call (M)

If the incoming call originates from a customer provided Public Telephone, the name information transmitted will always be "Pay Phone." (M)

If the incoming call is from a caller who subscribes to RingMaster service, the name and number transmitted will always be the main directory listing information rather than the RingMaster service listed name and number. (T)(M)

If the incoming call originates from a multi-line hunt group, the name and number transmitted will always be the main listed directory name and number of the hunt group, unless, facilities permitting, the lines are Telephone Number (TN) identified within the group. (M)

If the incoming call is from a caller served by a PBX, generally only the main listed name and number of the PBX will be transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station originating the call may be transmitted and available for display. (M)

Any customer subscribing to Enhanced Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein. (M)

Enhanced Caller ID also includes Anonymous Call Rejection (ACR) where facilities are available. This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. For Enhanced Caller ID subscribers, ACR can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes. When ACR is activated and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by ACR regardless of the current state of the called party's line (e.g., off hook or idle). (M)

K. Calling Name/Number Delivery Blocking - Per Line

(M)

This feature enables customers to prevent the transmission of their Directory Name/Number on all outgoing calls placed from the customer's line. Calling Name/Number Delivery Blocking - Per Line is in operation on a continuous basis. A service order is required to establish or remove this feature. (M)

If the preassigned access code for Calling Name/Number Delivery Blocking is dialed on a line that is provisioned with Calling Number Delivery Blocking - Per Line, the Directory Name and/or Directory Number will be delivered. (M)

The Company's limits of liability are as described in A2.5.1. (T)(M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

(T)(M)

A13.19.2 Definitions of Feature Offerings (Cont'd)

(M)

L. Calling Name/Number Delivery Blocking - Per Call

(M)

This feature allows a customer to prevent the transmission of that customer's Directory Name/Number on a per-call basis, and thus control delivery of the customer's number to the called party. (M)

The transmission of the Directory Name/Number can be prevented on an as-needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the Directory Name/Number. The Company's limits of liability are as described in A2.5.1. (T)(M)

M. BusyConnect

(M)

BusyConnect is an optional network feature which will be available in central offices where facilities are available on a usage basis. Presubscription will not be required and billing will be incurred on a per use basis. (M)

BusyConnect enables callers to retry a busy line on demand. When a caller receives a busy condition, the service will automatically play an announcement offering the caller the option of having the service complete the call when the called line becomes available. If the caller activates BusyConnect service, the status of the called party's line will be monitored for thirty minutes and the call completed when the line is available. (M)

BusyConnect service is available, facilities permitting, to residence and business customers on a per activation/occasion basis. The service may be utilized on a non-subscription basis with a per occasion charge for each activation, whether the call is completed or not. Access to the usage option can be restricted at the customer's request at no charge. (USOC BRD in A13.19.4). (M)

N. Enhanced Caller ID (With Call Management)

(T)(M)

This feature is only available to business customers where facilities permit. This feature allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Enhanced Caller ID with Call Management includes the functionality of the Call Waiting feature and the Caller ID feature and provides several additional call disposition options. (M)

The customer must subscribe to the Call Forwarding Don't Answer feature in order to forward a waiting call to another location. All terms and conditions, including rates, for this feature are as described in A13.9. This feature must be ordered separate from Enhanced Caller ID with Call Management. (T)(M)

Call disposition options provided with Enhanced Caller ID with Call Management include: (M)

- Answer the waiting call, placing the first party on hold (M)

- Answer the waiting call, dropping the first party (M)

- Direct the waiting caller to hold via a recording (M)

- Forward the waiting call to another location (e.g., a voice mailbox or Telephone Answering Service) (M)

- Conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call. (M)

Utilization of the full capabilities of Enhanced Caller ID with Call Management requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein. (M)

Enhanced Caller ID with Call Management also includes Anonymous Call Rejection (ACR) where facilities are available. This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. For Enhanced Caller ID subscribers, ACR can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes. When ACR is activated and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by ACR regardless of the current state of the called party's line (e.g., off hook or idle). (M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.3 Terms, Conditions and Limitations of Service

A. The following limitations apply:

1. TouchStar service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within a TouchStar service equipped office or between TouchStar service equipped offices when connected via Common Channel Signaling System 7. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar service capable offices.
2. TouchStar service basic features are available to single party customers who have rotary or Touch-Tone service, unless otherwise specified following. BusyConnect service will not work with rotary dial service in most offices. Caller ID – Basic¹ and Caller ID are available to single party residence and business customers including lines equipped with rotary (grouping) arrangements. Enhanced Caller ID and Enhanced Caller ID with Call Management are available only to business customers with non-hunting lines or on the last line of a series completion arrangement. Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Centrex Type Services customers. (C)
3. With the exception of Calling Name/Number Delivery Blocking, these features cannot be offered on Centrex Type Services, Toll Terminals, Trunks (including PBX Trunks), Radio Common Carrier lines, Interexchange Access Connections, Cellular Mobile Carrier lines, Access Line Service For Payphone Service Provider lines.
4. Calling Name/Number Delivery Blocking - Per Line is available, upon request, to the following types of service: single line residence and business, Centrex Type Services, PBX Trunks, PTAS Lines. Calling Name/Number Delivery Blocking - Per Call is available to the following types of service: single line residence and business, PBX Trunks, Toll Terminals, Centrex Type Services or Access Line Service For Payphone Service Provider lines.
5. A Secondary Service Charge will apply as stated in Section A4, when TouchStar service features other than Calling Name/Number Delivery Blocking - Per Line are ordered subsequent to initial installation of service. No Secondary Service Charge will apply for the establishment of, or changes associated with, Calling Name/Number Delivery Blocking. No Secondary Service Charge will apply for the following situations: Upgrades from Caller ID Basic to Caller ID, Enhanced Caller ID or Enhanced Caller ID with Call Management, upgrades from Caller ID to Enhanced Caller ID or Enhanced Caller ID with Call Management and upgrades from Enhanced Caller ID to Enhanced Caller ID with Call Management. The service charge waiver will apply to situations in which the upgrade is the only service order activity.
6. Neither Caller ID – Basic¹, Caller ID, Enhanced Caller ID nor Enhanced Caller ID with Call Management can be provisioned with FX, FCO, DPA, Dual Service or Basic 911 service arrangements. (C)
7. The Company will deliver all numbers, unless blocked by the calling party, subject to technical limitations, including telephone numbers associated with Non-published Listing Service as described in Section A6. Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of AT&T's network and calls carried over facilities that do not transmit Caller ID information.
8. Telephone numbers and/or names transmitted via Caller ID - Basic¹, Caller ID, Enhanced Caller ID and Enhanced Caller ID with Call Management are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited. (C)
9. The Company will work with law enforcement and at-risk parties (non-profit, tax exempt, private and public social welfare agencies such as domestic violence intervention agencies) to address concerns arising from the provision of Caller ID as described herein, including, but not limited to the provision of a permanent blocking arrangement on those agencies' lines.
10. TouchStar service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
11. Per use Call Return, per use Repeat Dialing, per use Call Tracing, denial of per-use Call Return, denial of per-use Repeat Dialing and denial of per-use Call Tracing are available to the following types of service where facilities permit: single line residence, single line business, multi-line residence, multi-line business and PBX trunks.
12. Refer to A13.33 for discounts applicable to the subscription rate of selected multiple features for residence customers.

Note 1: Effective August 1, 2017, Caller ID – Basic is no longer available for residence subscribers. (N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

A13.19.4 Rates and Charges

	Nonrecurring Charge	Monthly Rate	USOC	
A. Residence				
1. Call Return				
(a) Per line	-	\$13.99	NSS	(1)
(b) Per use	\$2.00	-	NA	
(c) Denial of per use ¹	-	-	BCR	
2. Repeat Dialing				
(a) Per line	-	13.99	NSQ	(1)
(b) Per use	2.00	-	NA	
(c) Denial of per use ¹	-	-	BRD	
3. Call Tracing				
(a) Per line	-	7.00	NST	
(b) Per use (per successful trace - non-subscription)	2.00	-	NA	
(c) Denial of per use ¹	-	-	HBG	
4. BusyConnect				
(a) Per use ²	2.00	-	NA	
5. Personalized Ring 6				
(a) Per line	-	7.00	NSK	
6. Selective Call Forwarding				
(a) Per line	-	7.00	NCE	
7. Call Block				
(a) Per line	-	13.99	NSY	(1)
8. (DELETED)				
9. Caller ID (with Anonymous Call Blocking)				
(a) Per line	-	13.99	NXMCR	(1)
10. Anonymous Call Blocking				
(a) Per line	-	5.00	HBY	
11. Calling Name/Number Blocking - Per Call				
(a) Per line	-	-	NA	
12. Calling Name/Number Blocking - Per Line				
(a) Per line (Agencies) ^{1,3}	-	-	NOB	
(b) Per line for Multi-Line Hunt Group Arrangements	-	-	NOBPC	
B. Business - Single or First Service Features				
1. Call Return				
(a) Per line	-	7.00	NSS	
(b) Per use	2.00	-	NA	
(c) Denial of per use ⁴	-	-	BCR	
2. Repeat Dialing				
(a) Per line	-	6.50	NSQ	
(b) Per use	2.00	-	NA	
(c) Denial of per use ⁴	-	-	BRD	

Note 1: These features should not be included in the determination of applicable Multi-Feature Discount Plan (MFDP) discounts as specified in A13.33.

Note 2: Denial of per-use BusyConnect can be obtained using the Repeat Dialing Denial of per-use USOC BRD.

Note 3: This feature is only offered to certain customers, as per A13.9.3.A.10.

Note 4: Neither denial of Call Return per use, denial of Repeat Dialing per use, denial of Call Tracing per use or Calling Name/Number Delivery options should be considered as single or first features in the determination of appropriate discounts when ordered in combination with other TouchStar service features.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar Service (Cont'd)

(T)(M)

A13.19.4 Rates and Charges (Cont'd)

(M)

B. Business - Single or First Service Features (Cont'd)

(M)

	Nonrecurring Charge	Monthly Rate	USOC	
3. Call Tracing				(M)
(a) Per line	-	\$5.00	NST	(M)
(b) Per use (per successful trace - non-subscription)	\$2.00	-	NA	(M)
(c) Denial of per use ¹	-	-	HBG	(M)
4. BusyConnect				(M)
(a) Per use ²	2.00	-	NA	(M)
5. Call Selector				(M)
(a) Per line		4.50	NSK	(M)
6. Preferred Call Forwarding				(M)
(a) Per line		4.50	NCE	(M)
7. Call Block				(M)
(a) Per line		5.40	NSY	(M)
8. Caller ID - Basic				(M)
(a) Per line		7.50	NSD	(M)
9. Caller ID - Deluxe (without ACR)				(M)
(a) Per line for Multi-Line Hunt Group Arrangements		14.50	NXMMN	(M)
10. (Obsoleted, See Section A113)				(M)
11. Caller ID - Deluxe (with ACR)				(M)
(a) Per Line		14.50	NXMCR	(M)
12. Enhanced Caller ID (with ACR)				(M)
(a) Per line		15.95	NXECR	(M)
13. Enhanced Caller ID with Call Management (with ACR)				(M)
(a) Per line		16.95	N1ACR	(M)
14. Enhanced Caller ID with Call Management (with ACR and Call Forwarding Don't Answer) ³				(T)(M)
(a) Per line		16.95	NCACR	(M)
15. Calling Name/Number Delivery Blocking - Per Call				(M)
(a) Per line		-	NA	(M)
16. Calling Name/Number Delivery Blocking - Per Line				(M)
(a) Per line (Agencies) ⁴		-	NOB	(T)(M)
(b) Per line (Non-Agencies)		-	NOBPC	(M)
Note 1: Neither denial of Call Return per use, denial of Repeat Dialing per use, denial of Call Tracing per use or Calling Name/Number Delivery options should be considered as single or first features in the determination of appropriate discounts when ordered in combination with other TouchStar service features.				(T)(M)
Note 2: Denial of per-use BusyConnect can be obtained using the Repeat Dialing Denial of per-use USOC BRD.				(M)
Note 3: Call Forwarding Don't Answer (CFDA) must be ordered separate from this offering. Rates, <i>Terms and Conditions</i> for CFDA are in section A13.9.				(T)(M)
Note 4: This feature is only offered to certain customers as per A13.19.3.A.10.				(T)(M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

	Monthly Rate	USOC	
			(M1)
A13.19 TouchStar Service (Cont'd)			(M2)
A13.19.4 Rates and Charges (Cont'd)			(M2)
C. Business - Additional Service Features (Second and Subsequent Features)			(T)(M2)
(1) Call Return			(M2)
(a) Per line	\$7.00	NX8	(M2)
(2) Repeat Dialing			(M2)
(a) Per line	6.50	NX9	(M2)
(3) Call Tracing			(M2)
(a) Per line	5.00	NST	(M2)
(4) Call Selector			(M2)
(a) Per line	3.50	NX2	(M2)
(5) Preferred Call Forwarding			(M2)
(a) Per line	3.50	NX6	(M2)
(6) Call Block			(M2)
(a) Per line	4.20	NX5	(M2)
(7) Caller ID - Basic			(M2)
(a) Per line	7.50	NSD	(M2)
(8) Caller ID - Deluxe (without ACR)			(M2)
(a) Per line for Multi-Line Hunt Group Arrangements	14.50	NXMMN	(M2)
(9) (Obsoleted, See Section A113)			(M2)
(10) Caller ID - Deluxe (with ACR)			(M2)
(a) Per line	14.50	NXMCR	(M2)
(11) Enhanced Caller ID (with ACR)			(M2)
(a) Per line	15.95	NXECR	(M2)
(12) Enhanced Caller ID with Call Management (with ACR)			(M2)
(a) Per line	16.95	N1ACR	(M2)
(13) Enhanced Caller ID with Call Management (with ACR and Call Forwarding Don't Answer ¹)			(M2)
(a) Per line	16.95	NCACR	(M2)
(14) Calling Name/Number Delivery Blocking - Per Call			(M2)
(a) Per line	-	NA	(M2)
(15) Calling Name/Number Delivery Blocking - Per Line			(M2)
(a) Per line (Agencies) ²	-	NOB	(M2)
(b) Per line (Non-Agencies)	-	NOBPC	(M2)
Note 1: Call Forwarding Don't Answer (CFDA) must be ordered separate from this offering. Rates, <i>Terms and Conditions</i> for CFDA are in section A13.9.			(T)(M2)
Note 2: This feature is only offered to certain customers as per A13.19.3.A.10.			(T)(M2)

M1 - Material previously appearing on this page now appears on page(s) 26 of this section.

M2 - Material appearing on this page previously appeared on page(s) 36.4.3 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.20 Customized Code Restrictions (CCR)

A13.20.1 General

- A. Customized Code Restrictions (CCR) will provide a choice of code restriction options for selected outgoing calls. Each option will permit local calls except local calls to an expanded local area which may be restricted for business customers by Options #1 and #3 as specified in G. Also permitted in each option are non-chargeable calls to Company numbers such as repair service, emergency numbers (911) and Toll Free Dialing numbers 1+8XX.
- B. Customized Code Restrictions will be available to basic exchange customers with Individual Line Residence Service, Business Service or PBX Trunks in Flat Rate, Message Rate or Measured Rate environment.
- C. Subscribers dialing restricted codes in the CCR Dialing Plan will be sent to an appropriate recorded announcement.
- D. Customized Code Restrictions are furnished only from central offices which have been arranged to provide these services. The services are provided subject to the availability of facilities.
- E. It is the responsibility of the subscriber to notify all authorized users of their service that it is impossible to reach the operator using the restricted telephone.
- F. The Company shall not be liable to any person for damages of any nature or kind arising out of, resulting from, or in connection with the provision of Customized Code Restrictions offered herein, including, without limitation the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing plan options listed hereunder.
- G. Business customers who subscribe to Community Caller Plus service or message rate service and Customized Code Restrictions Option #1 or Option #3 may at the customer's option restrict local calls to distance bands D through F of the expanded service area specified in A3.5.
- H. Customized Code Restrictions can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
- I. **(DELETED)**
- J. Customized Code Restriction Option #3a for existing and new customers or Option #3b for new customers, or customers re-establishing service may be furnished at no charge in connection with the Toll Credit Limit (TCL) process.
- K. Residence customers who subscribe to any of the Area Plus services may restrict 1+InterLATA calls while allowing 1+IntraLATA calls to be completed by subscribing to Option #7.

(D)

Page 36.1.1 is hereby deleted in its entirety and removed from this Guidebook

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.20 Customized Code Restrictions (CCR) (Cont'd)

A13.20.2 Customized Code Restrictions Options¹

- | | | |
|----|---|--------|
| A. | CCR Dialing Plan | (M) |
| | 1. Option #1 ² | (M) |
| | Restricted Codes | (M) |
| | Operator 0- | (M) |
| | Operator 0+ | (M) |
| | DDD 1+ | (M) |
| | 101XXXX | (M) |
| | 900 (1+, 0+, 0- and all 101XXXX 900 dialing) | (M) |
| | 1+555-1212 and 1+NPA-555-1212 | (M) |
| | 411 | (M) |
| | Operator IDDD 01+ | (M) |
| | IDDD 011+ | (M) |
| | 2. Option #2 | (M) |
| | Restricted Codes | (M) |
| | Operator 0- | (M) |
| | Operator 0+ | (M) |
| | Operator IDDD 01+ | (M) |
| | 3. Option #3 ² | (M) |
| | Restricted Codes | (M) |
| | Operator 0- | (M) |
| | Operator 0+ | (M) |
| | DDD 1+ | (M) |
| | 101XXXX | (M) |
| | 900 (1+, 0+, 0- and all 101XXXX 900 dialing) | (M) |
| | 1+555-1212 and 1+NPA-555-1212 | (M) |
| | Operator IDDD 01+ | (M) |
| | IDDD 011+ | (M) |
| | 4. Option #4 | (M) |
| | Restricted Codes | (M) |
| | 900 (1+, 0+, 0- and all 101XXXX 900 dialing) | (M) |
| | Note 1: The codes shown for CCR options are not to be considered all inclusive. Codes may be changed and new or different codes may be added as deemed appropriate by the Company. | (M) |
| | Note 2: Subscribers may choose to have this restriction apply to local calls to exchanges in Business distance bands D through F of the expanded service area specified in A3.5. | (T)(M) |

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.20 Customized Code Restrictions (CCR) (Cont'd)

(M)

A13.20.2 Customized Code Restrictions Options¹ (Cont'd)

(T)(M)

A. CCR Dialing Plan (Cont'd)

(M)

5. Option #5 for business customers only

(M)

Restricted Codes

(M)

101XXXX

(M)

6. Option #7²

(T)(M)

Restricted Codes

(M)

Operator 0-

(M)

Operator 0+

(M)

DDD 1+InterLATA

(M)

900 (1+, 0+, 0- and all 101XXXX 900 dialing)

(M)

1+555-1212 and 1 NPA-555-1212

(M)

411

(M)

Operator IDDD 01+

(M)

IDDD 011+

(M)

101XXXX

(M)

A13.20.3 Rates and Charges

(M)

A. The following rates and charges are for Customized Code Restrictions only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for exchange access lines and other services or equipment with which they are associated.

(M)

	Nonrecurring Charge	Monthly Rate	USOC	
1. Option #1				(M)
a. Available to all eligible basic exchange service customers				(M)
(1) Does not restrict local calls to the expanded service area, where applicable				(M)
(a) Residence Line, each	\$9.75	\$-	CREX1	(M)
(b) Business Line, each	9.75	-	CREX1	(M)
(c) PBX Trunk, each	9.75	-	CREX1	(M)
b. Available to basic exchange service subscribers except Business Flat Rate Line subscribers				(M)
(1) Same as Option #1a. Does not restrict local calls to the expanded service area. CREX1 should be used for all new residence sales.				(M)
(a) Residence Line, each	9.75	-	CREXA	(M)
(2) Restricts local calls to distance bands D through F of the expanded service area				(M)
(a) Business Line, each	9.75	-	CREXA	(M)
(b) PBX Trunk, each	9.75	-	CREXA	(M)
2. Option #2				(M)
(a) Residence Line, each	9.75	2.85	CREX2	(M)
(b) Business Line, each	9.75	3.95	CREX2	(M)
(c) PBX Trunk, each	9.75	5.35	CREX2	(M)

Note 1: The codes shown for CCR options are not to be considered all inclusive. Codes may be changed and new or different codes may be added as deemed appropriate by the Company.

(M)

Note 2: Option #7 is restricted to subscribers of any Area Plus service.

(T)(M)

Pages 36.4 through 36.5 are hereby deleted in their entirety and removed from this Guidebook

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.20 Customized Code Restrictions (CCR) (Cont'd)

A13.20.3 Rates and Charges (Cont'd)

A. (Cont'd)

	Nonrecurring Charge	Monthly Rate	USOC	
3. Option #3 ¹				(M1)
a. Available to all eligible basic exchange service customers				(M2)
(1) Does not restrict local calls to the expanded service area, where applicable				(M2)
(a) Residence Line, each	\$9.75	\$2.85	CREX3	(M2)
(b) Business Line, each	9.75	3.95	CREX3	(M2)
(c) PBX Trunk, each	9.75	5.35	CREX3	(M2)
b. Available to basic exchange service subscribers except Business Flat Rate Line subscribers				(M2)
(1) Same as Option #3a. Does not restrict local calls to the expanded service area. CREX3 should be used for all new residence sales.				(M2)
(a) Residence Line, each	9.75	2.85	CREXB	(M2)
(2) Restricts local calls to distance bands D through F of the expanded service area				(M2)
(a) Business Line, each	9.75	3.95	CREXB	(M2)
(b) PBX Trunk, each	9.75	5.35	CREXB	(M2)
4. Option #4 ²				(M2)
(a) Residence Line, each	-	-	CREX4	(M2)
(b) Business Line, each	-	-	CREX4	(M2)
(c) PBX Trunk, each	-	-	CREX4	(M2)
5. Option #5 for business customers only				(M2)
(a) Business Line, each	-	1.50	RTV1L	(M2)
(b) PBX Trunk, each	-	1.50	RTV1L	(M2)
6. Option #7 ³				(M2)
(a) Residence Line, each	9.75	2.85	CREX7	(M2)
Note 1: Both the nonrecurring charge and the monthly rate may be waived by the Company in connection with the Toll Credit Limit (TCL) process as specified in A13.20.1.I.				(T)(M2)
Note 2: Service Charges do not apply for establishment or discontinuation of service.				(M2)
Note 3: Option #7 is restricted to subscribers of any Area Plus service.				(M2)

M1 - Material previously appearing on this page now appears on page(s) 36.2 and 36.3 of this section.
M2 - Material appearing on this page previously appeared on page(s) 39 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

	(M1)
A13.21 Billed Number Screening	(M2)
A13.21.1 General	(M2)
A. Billed Number Screening (BNS) will be furnished at the Company's option and upon agreement by the customer to control instances of fraud associated with billed to third party, and/or collect calls. This service may also be furnished in response to a customer request. Service Charges in Section A4 are not applicable when BNS is initiated by the Company. A Secondary Service Charge is applicable when BNS is requested by the customer. Public Access Service Subscribers must select blocking and screening options from A7.4.	(M2)
B. Subscriber request of BNS does not relieve the requesting customer of responsibility for calls, other than Company intraLATA calls, which originate from the subscriber's line. Failure of other long distance providers to request BNS or to act on the information digits passed to them when requesting and receiving BNS information could result in charges being placed on the subscriber's line.	(M2)
A13.22 Reserved for Future Use	(M2)
A13.23 (DELETED)	(M2)
A13.24 Reserved for Future Use	(M2)
A13.25 Reserved for Future Use	(M2)
A13.26 Reserved for Future Use	(M2)
A13.27 Reserved for Future Use	(M2)
A13.28 Reserved for Future Use	(M2)
A13.29 Reserved for Future Use	(M2)
A13.30 Reserved for Future Use	(M2)
A13.31 Reserved for Future Use	(M2)
A13.32 Reserved for Future Use	(M2)
A13.33 (DELETED)	(M2)

M1 - Material previously appearing on this page now appears on page(s) 36.3 of this section.

M2 - Material appearing on this page previously appeared on page(s) 39.1, 39.2 and 39.3 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.34 RingMaster Service

A13.34.1 General

- A. RingMaster service will enable a subscriber to have up to three telephone numbers associated with a single line. Customers subscribing to this service will be able to receive calls dialed to two or three separate telephone numbers without having a second or third line. A distinctive ringing pattern will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. A distinctive Call Waiting tone for each additional telephone number will be provided, where facilities permit, to customers subscribing to Call Waiting service.
- B. RingMaster service is offered in the following format. RingMaster I consists of one additional telephone number associated with a single line. RingMaster II consists of two additional telephone numbers associated with a single line.

A13.34.2 Terms and Conditions

- A. This service is available to individual line residence and business customers.
- B. The service is not compatible with PBX trunk service, obsolete Prestige service, Personal Paging service, Company or customer provided public telephone service, lines equipped with multi-line hunting arrangements or foreign exchange service. RingMaster service may not be compatible with all types of customer provided telephone equipment, customer premises switching or key equipment. For BellSouth Centrex RingMaster, see A12.25.12.A.35.
- C. RingMaster service is provided subject to the availability of facilities. Additionally, RingMaster II service may not be available in all central offices equipped to provide RingMaster I service.
- D. RingMaster service subscribers will be entitled to one white page listing with each RingMaster service number. Listings for RingMaster service are subject to terms and conditions specified in Section A6 for listings. Other listings will also be provided under the terms and conditions described in Section A6.
- E. All telephone numbers associated with a line equipped with RingMaster service must originate from the same central office switching machine.
- F. When establishing RingMaster service, Call Forwarding service subscribers must choose one of the following options. When Call Forwarding service is activated:
 - 1. All telephone numbers associated with one line will be forwarded to a single number when Call Forwarding service is activated.
 - 2. The main telephone number only will be forwarded when Call Forwarding service is activated. The additional RingMaster service numbers will continue to ring and may be answered at the subscriber's premises.
- G. Secondary Service Charges will apply when changing from one option to the other subsequent to the establishment of RingMaster service.
- H. RingMaster Service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
- I. Refer to A13.33 for discounts applicable to the subscription rate of selected multiple features for residence customers.

A13.34.3 Rates

	Monthly Rate	USOC
A. Residence		
1. RingMaster I		
(a) One additional number with distinctive ringing, per line	\$13.99	DRS (1)
2. RingMaster II		
(a) First additional number with distinctive ringing, per line	13.99	DRS1X (1)
(b) Second additional number with distinctive ringing, per line ¹	-	DRS2X
B. Business		
1. RingMaster I		
(a) One additional number with distinctive ringing, per line	6.95	DRS
2. RingMaster II		
(a) First additional number with distinctive ringing, per line	9.95	DRS1X
(b) Second additional number with distinctive ringing, per line ¹	-	DRS2X

Note 1: Must be ordered with first additional number.

Pages 39.1 through 39.4 are hereby deleted in their entirety and removed from this Guidebook

A13. MISCELLANEOUS SERVICE ARRANGEMENTS**A13.35 Reserved for Future Use****A13.36 Reserved for Future Use****A13.37 Reserved for Future Use****A13.38 Reserved for Future Use****A13.39 (DELETED)**

(D)

A13.40 Reserved for Future Use**A13.41 Reserved for Future Use****A13.42 Reserved for Future Use****A13.43 Reserved for Future Use****A13.44 Reserved for Future Use****A13.45 Local Service Freeze¹****A13.45.1 General**

- A. Local Service Freeze (LSF) will be offered by the Company and provided upon customer request to control instances of unauthorized switching of local service.
- B. Subscribers that select LSF will be protected from unauthorized switching to other local service providers only within system limitations of the Company.
- C. Only the subscriber can authorize the addition of a LSF to their account. The local provider administering the LSF upon request of the subscriber is required to verify such request by any federal or state approved verification method.
- D. Only the subscriber to LSF can authorize the removal of LSF from their account to allow for an authorized migration of their service to another provider.
 - 1. Approved methods of LSF removal:
 - (a) Telephone call by the current subscriber to the current local provider
 - (b) Submission of a Letter of Authorization (LOA) to the current local provider with the current subscriber's signature
 - (c) Three-way phone call with the current local provider, the current subscriber and the potential new local provider
- E. There is no monthly or non-recurring charge to add or remove LSF.
- F. Local Service Freeze will be removed automatically when the account is disconnected for any reason.

Note 1: The implementation date for Local Service Freeze is March 6, 2005.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.46 Simplified Message Desk Interface (SMDI)

A13.46.1 General

- A. Simplified Message Desk Interface provides customers the ability to route calls and associated call information to a centralized point using a customer-provided voice/text messaging system. A station user may have incoming calls forwarded to that centralized point when that person's station is busy or when he or she is not available to answer the calls. Through the use of an I/O (input/output) channel, call information is transported from the central office to the centralized point at the customer's premises. That centralized point, using an optional capability, may activate a signal to the called station to give an alert that a message is waiting. This information includes the number called, the reason for the forwarding of the call (busy or don't answer) and the calling number. The preceding information will be delivered intraoffice (intraswitch). The calling number will not be delivered if delivery is blocked by the calling party through per line or per call blocking. (M1)
- B. Simplified Message Desk Interface service requires the Uniform Call Distribution feature in digital central offices. (M2)

A13.46.2 Terms and Conditions

- A. Telephone numbers transmitted via SMDI are intended solely for the use of the SMDI subscriber. Resale of this information to any party is prohibited. (M2)
 - B. The Company will deliver all numbers subject to blocking activation by the calling party where the Company has deployed per line/per call blocking in accordance with the North Carolina Utilities Commission Order of May 12, 1992, in Docket P-55, Sub 925. Such numbers could include telephone numbers associated with non-published and non-listed service as described in Section A6. Information will be delivered unless the delivery is blocked by the calling party through per line or per call blocking, where blocking is available. Where the Company has not deployed per line or per call blocking in a central office, a privacy bit will be added to all calling information delivered from any line within that central office. Should a customer request interswitch delivery of calling information, private facilities will be required at the rates and charges specified in the Private Line *Guidebook*. (T)(M2)
 - C. This service requires customer-provided terminal equipment. (M2)
 - D. SMDI is furnished only from central offices which have been equipped to recognize the privacy bit associated with call blocking. (M2)
 - E. When calls are forwarded multiple times within the serving central office, the following options are available to determine which called number is delivered to the subscriber's voice messaging equipment. (M2)
 - Originally Called Directory Number (OCDN) - With OCDN, the first number that forwards within the central office serving the subscriber's voice messaging equipment is sent by the SMDI feature, regardless of the number of forwarding attempts taking place before the call reaches the subscriber's voice messaging equipment. (M2)
 - Redirecting Directory Number (RDN) - RDN is the number of the last telephone line within the central office serving the subscriber's voice messaging equipment to forward the call to the subscriber's voice messaging equipment. The number originally dialed by the calling party is not delivered via the SMDI data link if the call is forwarded more than once or hunts through a series of lines before reaching the subscriber's voice messaging equipment. (M2)
- The options available to the customer in each switch type are as follows: (M2)

SWITCH TYPE	TYPE CALLED NUMBER DELIVERED	
1AESS	RDN only	(M2)
DMS-100	RDN or OCDN	(M2)
5ESS	RDN or OCDN	(M2)
EWS	RDN or OCDN	(M2)

Pages 41.1 through 41.5 are hereby deleted in their entirety and removed from this Guidebook

(N)

M1 - Material previously appearing on this page now appears on page(s) 39 and 40 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 44.0.1 and 44.1 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.46 Simplified Message Desk Interface (SMDI) (Cont'd)

A13.46.3 Rates and Charges

- A. Secondary Service Charges as specified in Section A4 will be incurred in addition to the rates and charges following when service is ordered on a separate request.
- B. Features
 - 1. Simplified Message Desk Interface (SMDI)

	Installation Charge	Monthly Rate	USOC
(a) Per Link - Analog (1200 bps) ¹	\$405.00	\$ 205.00	AVA
(b) Per Link - Analog (2400 bps) ¹	-	500.00	AVCA2
(c) Per Link - Analog (4800 bps) ¹	-	700.00	AVCA4
(d) Per Link - Analog (9600 bps) ¹	-	975.00	AVCA9
(e) Per Link - Digital (9600 bps) ²	-	1,075.00	AVCD9

A13.47 Message Waiting Indication - (MWI)

A13.47.1 General

- A. Message Waiting Indication - Audible (MWI) is a feature that enables end users to receive Message Waiting Indication on their lines. SMDI (see A13.46) is used to activate or deactivate an audible alerting signal (stutter dial tone) on the end user's line notifying the end user that a message is waiting.
- B. Message Waiting Indication - Audible/Visual (MWI-A/V) is a feature that enables end users to receive audible and visual indication that a message is waiting. SMDI (see A13.46) is used to activate or deactivate an audible alerting signal (stutter dial tone) and to activate or deactivate a bulb, light, indicator, etc., on CPE adjunct devices or light equipped telephone sets.

A13.47.2 Terms, Conditions and Limitations

- A. MWI is available subject to technical limitations and/or the availability of central office facilities.
- B. Message Waiting Indication can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
- C. The visual capability of MWI-A/V is not guaranteed to work on all network serving facilities.

A13.47.3 Rates and Charges

- A. Secondary Service Charges as specified in A4.3 will apply in addition to the rates and charges following when service is ordered on a separate order. Service Charges do not apply when changing from MWI-Audible to MWI-Audible/Visual.
- B. Features

	Monthly Rate	USOC
1. Message Waiting Indication - Audible (MWI)		
(a) Residence, Per Line	\$.50	MWW
(b) Business, Per Line	.50	MWW
2. Message Waiting Indication - Audible/Visual (MWI-A/V)		
(a) Residence, Per Line	.50	MWWAV
(b) Business, Per Line	.50	MWWAV

A13.48 Reserved for Future Use

- Note 1:** Includes I/O Port at the telephone central office Network Interface. Appropriate Private Line charges apply for the associated channel.
- Note 2:** Includes I/O Port at the telephone central office Network Interface. Appropriate SynchroNet³ service charges apply. (C)
- Note 3:** Effective June 30, 2021, SynchroNet Service is obsolete. See B107.2 in the Private Line Guidebook for service availability. (N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.49 Surrogate Client Number

A13.49.1 General

- A. The Surrogate Client Number (SCN) feature provides for a telephone number in the subscriber's serving wire center from which calls will be forwarded on an intra-office basis to the subscriber's exchange service.
- B. This feature is furnished only from central offices which have been arranged to provide this service and is provided subject to the availability of facilities.
- C. Rates and charges for this service do not include a listing.

(T)

A13.49.2 Rates and Charges

- A. Applicable service order charges as specified in Section A4 will be incurred in addition to B.
- B. Surrogate Client Number
 - (1) Per Telephone Number

	Monthly	
	Rate	USOC
(a) Residence - Each	\$3.50	SMV
(b) Business - Each	3.00	SMV

A13.50 Telecommunications Service Priority (TSP) System

A13.50.1 Service Description

- A. The Telecommunications Service Priority (TSP) System is a structured coding scheme that prescribes the order in which National Security Emergency Preparedness (NSEP) telecommunications services are installed or restored. The TSP System was developed to support the requirements of the U. S. Government and applies only to NSEP telecommunications services to which the Company is able to apply priority treatment. It requires and authorizes priority action by the Company.
- B. Conditions of emergency or crises that cause invocation of NSEP treatment can only be declared by authorized officials of the Federal Government or other officials (Federal or non-Federal) specified by the Director, Office of Emergency Communications (OEC) on behalf of the Executive Office of the President of the United States.

A13.50.2 Service Limitations

- A. Priority installation and/or restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's Rules and Regulations.
In addition, TSP System service shall be provided in accordance with the guidelines set forth in "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual" (NCS manual 3-1-1 dated July 9, 1990) and "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" (NCS manual 3-1-2 dated July 9, 1990).
- B. The customer for the TSP System service must also be the same customer for the underlying Exchange Service with which it is associated.
- C. The Company will arrange for the installation and/or restoration of TSP System service upon receipt of the proper certification as specified in A.
- D. It is the responsibility of the TSP user to provide the TSP Authority Code to the Company with each service request.
- E. When performing Priority Installation or Priority Restoration (repair) on TSP-designated services in compliance with the terms and conditions cited in A, the Company may not be in a position to notify the customer regarding additional labor charges if additional labor is required. The customer recognizes that quoting charges and obtaining permission to proceed with the installation or restoration of service may cause unnecessary delays and grants the Company the right to quote charges after the installation or restoration has been completed.
- F. Priority Installation or Repair
 - 1. When a customer for TSP System service requests that service be installed or repaired on an expedited or emergency basis in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's Rules and Regulations, the customer will be required to bear the excess costs of providing service on an expedited basis.
 - 2. The calculated excess costs would be in addition to all other service and installation charges normally applicable.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

(M1)

A13.50 Telecommunications Service Priority (TSP) System (Cont'd)

(M2)

A13.50.3 Terms and Conditions

(T)(M2)

- A. Under certain conditions, it may be necessary to preempt one or more customer services with a lower (or no) restoration priority in order to install or restore NSEP telecommunications service(s). If preemption is necessary and if circumstances permit, the Company will make every reasonable effort to notify the preempted customer of the action to be taken. Credit allowance for service preemption will adhere to the provisions appearing in A2.5. (M2)
- B. No charge applies when a TSP designation is discontinued. (M2)
- C. With the exception of credit information, a customer obtaining TSP System service acknowledges and consents to the provision of certain customer service details by the Company to the Federal Government to allow for the proper maintenance and administration of the TSP System. That information includes but is not necessarily limited to: (M2)
- Confirmation of completed TSP service orders directly to the Director, Office of Emergency Communications (OEC); (M2)
 - Verification of installation and/or restoration priority level assignment(s) with the Director, OEC; (M2)
 - Reconciliation of TSP service information with the Director, OEC or the customer (prime service vendor). (M2)

A13.50.4 Definitions

(M2)

National Security Emergency Preparedness (NSEP) Services: (M2)

NSEP services are telecommunications services that are used to maintain a state of readiness or to respond to and manage any events or crises (local, national or international) which causes or could cause injury or harm to the population, damage to or loss of property, or degrade or threaten the NSEP posture of the United States. (M2)

Office of Emergency Communications (OEC): (M2)

The OEC is responsible for the day-to-day operations of the TSP System. This includes maintaining a twenty-four hour point-of-contact to handle emergency provisioning requests, assigning priority levels and Authorization Codes and maintaining data on TSP assignments. (M2)

Prime Vendor: (M2)

The service vendor from whom the service user or its authorized agent orders service. (M2)

Priority Installation (PI) (M2)

Provisioning, on a priority basis, of a new TSP service authorized as so urgent that it must be provided earlier than the Company's standard provisioning interval. (M2)

Priority Restoration (PR): (M2)

Restoration, on a priority basis, of an existing TSP service for which any interruption would have serious adverse impact on the supported NSEP function. (M2)

Subcontractor (M2)

The service vendor from whom the prime vendor obtains service for the completion of the prime vendor's end-to-end service. (M2)

Telecommunications Service Priority (TSP) System: (M2)

TSP is a structured coding scheme that establishes the order in which NSEP services are to be installed or restored in the event of an emergency. The TSP System was developed to ensure priority treatment of the nation's most important telecommunications services. (M2)

TSP Authorization Code: (M2)

A twelve character code that identifies an NSEP TSP service and denotes the order in which that service is to be provisioned (installed) and/or restored. (M2)

Pages 44.0.1 through 44.2 are hereby deleted in their entirety and removed from this Guidebook

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

(M1)

A13.50 Telecommunications Service Priority (TSP) System (Cont'd)

(M2)

A13.50.5 TSP Rate Categories

(M2)

A. There are two basic rate categories which apply to TSP System service:

(M2)

- 1. Priority Installation
- 2. Priority Restoration
 - Level Implementation
 - Level Change
 - Maintenance/Administration

(M2)

(M2)

(M2)

(M2)

(M2)

B. Certain activities associated with the TSP System are included in the rate elements as follows:

(M2)

- 1. Priority Installation includes order coordination.
- 2. Priority Restoration includes system development, verification and confirmation.

(M2)

(M2)

A13.50.6 Rates and Charges

(M2)

The following rates and charges are in addition to all other rates and charges that may be applicable for other services furnished in conjunction with TSP service:

(M2)

	Nonrecurring Charge	Monthly Rate	USOC	
a. Priority Installation (PI)				(M2)
(1) Per line or trunk				(M2)
(a) Prime vendor	\$42.00	-	P1APX	(M2)
(b) Subcontractor	42.00	-	P1ASX	(M2)
b. Priority Restoration (PR), per line or trunk				(M2)
(1) Level Implementation				(M2)
(a) Prime vendor	65.00	-	PR5PX	(M2)
(b) Subcontractor	65.00	-	PR5SX	(M2)
(2) Level Change				(M2)
(a) Prime vendor	65.00	-	PR8PX	(M2)
(b) Subcontractor	65.00	-	PR8SX	(M2)
(3) Maintenance/Administration				(M2)
(a) Prime vendor	-	\$3.75	PR9PX	(M2)
(b) Subcontractor	-	3.75	PR9SX	(M2)

A13.51 (DELETED)

(M2)

A13.52 Reserved for Future Use

(M2)

A13.53 Reserved for Future Use

(M2)

A13.54 Reserved for Future Use

(M2)

A13.55 Reserved for Future Use

(M2)

M1 - Material previously appearing on this page now appears on page(s) 43 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 47 and 48 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.56 Hot Line Service

A13.56.1 General

- A. Hot Line Service is an automatic dialing feature which provides the customer with the ability to automatically be connected with another predetermined line in the circuit switched network. When the customer's instrument goes off-hook, a switched connection is set up without any further customer action. The predetermined number is selected by the customer at the time service is established and can be changed only via service order.
- B. Hot Line Service may be used only in connection with individual line service.
- C. Hot Line Service is furnished only from central offices which have been arranged to provide this service and is provided subject to the availability of facilities.

A13.56.2 Rates and Charges

- A. Hot Line Service
The rates and charges for this service are in addition to the monthly and Service Charges for individual line service found in Sections A3 and A4, respectively.
 - 1. Per Individual Line

	Nonrecurring Charge	Monthly Rate	USOC
(a) Residence	\$3.00	\$.50	HLS
(b) Business	3.00	263.00 (I)	HLS

A13.57 (DELETED)

A13.58 Reserved for Future Use

A13.59 Reserved for Future Use

A13.60 Reserved for Future Use

A13.61 (DELETED)

A13.62 Reserved for Future Use

A13.63 Reserved for Future Use

A13.64 Reserved for Future Use

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.65 Uniform Call Distribution (UCD)

A13.65.1 General

- A. Uniform Call Distribution (UCD) provides an even distribution of incoming calls among the individual main station lines of a hunt group and requires Circular Hunt.

A13.65.2 Terms and Conditions

- A. UCD is furnished from technically capable central offices. This feature is provided subject to the availability of facilities.

A13.65.3 Rates and Charges

- A. A Secondary Service Charge as specified in Section A4 will apply in addition to the rates and charges following when no other service is a part of the request.
- B. Features
 - 1. Uniform Call Distribution

	Installation Charge	Monthly Rate	USOC
(a) Per Group	\$220.00	\$9.10	A6TNA
(b) Per Main Station Line in Group	3.60	-	A6VNA

A13.66 Reserved for Future Use

A13.67 Reserved for Future Use

A13.68 Reserved for Future Use

A13.69 Reserved for Future Use

A13.70 (DELETED)

(D)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.70 (DELETED)

(D)

A13.71 Reserved for Future Use

A13.72 Inter-Switch Simplified Message Desk Interface

A13.72.1 General

- A. Inter-Switch Simplified Message Desk Interface (ISMDI) service provides subscribers with the capability of receiving call information over a data link interface for use with voice messaging system (VMS) equipment. Only call information routed over the Public Switched Telephone Network using the Common Channel Signaling/Signaling System 7 (CCS/SS7) network is available for ISMDI. The ISMDI data link must be associated with a voice level hunt group assigned to the VMS subscriber. Incoming call data available from the CCS/SS7 network includes the number called, the type of incoming call (direct or forwarding due to busy or no answer), the forwarding number, and the calling number. The telephone numbers are provided as ten digit Directory Numbers. The calling number will not be delivered if delivery is blocked by the calling party through per line or per call blocking.
- B. ISMDI provides the capability for the VMS provider to transmit data messages over the data link to the ISMDI host switch for use in delivering message waiting notification to VMS client users. These data messages will enable the VMS subscriber to activate or deactivate message waiting indicators (MWI) on VMS client station lines served by ISMDI compatible central offices.
- C. The subscriber has the option of specifying an SS7 Point Code to which MWI messages are to be routed.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.72 Inter-Switch Simplified Message Desk Interface (Cont'd)

A13.72.2 Terms and Conditions

- A. ISMDI is furnished only from Company central offices which have been equipped and arranged as host locations to provide this service.
- B. Compatible private facilities, such as Private Line Service or SynchroNet service³, are required as a data link between the serving central office and the subscriber's equipment. Rates and charges for these facilities are as specified in the Private Line Guidebook. (C)
- C. In addition to the ISMDI data link, a voice level hunt group is required between the ISMDI host office and the voice messaging system at the subscriber's premises at the rates and charges specified in other sections of this Guidebook. The lead telephone number associated with this hunt group must be used for any voice messaging systems that utilize a data link sanity check or "heartbeat" capability. The lead telephone number should not be equipped with Message Waiting Indication (MWI) capability, and the activate MWI message should be programmed in the voice messaging system for the purpose of executing the sanity check capability.
- D. Network errors generated by voice messaging systems attempting to activate or deactivate MWI to telephone numbers that are invalid or no longer served by an ISMDI compatible central office or to station lines that are not equipped with the MWI capability, other than the lead telephone number used for the sanity check, may be cause for suspension of service until the problem is corrected. The ISMDI subscriber will be notified as soon as possible upon detection of excessive network errors and must take immediate corrective action to avoid suspension of service.
- E. A subscriber to this service is obligated for a minimum service period of 12 months.
- F. The Company will deliver all numbers subject to blocking activation by the calling party where the Company has deployed per line/per call blocking in accordance with the North Carolina Utilities Commission Order of May 12, 1992, in Docket P-55, Sub 925. Such numbers could include telephone numbers associated with non-published and non-listed service as described in Section A6. Information will be delivered unless the delivery is blocked by the calling party through per line or per call blocking, where blocking is available. Where the Company has not deployed per line or per call blocking in a central office, a privacy bit will be added to all calling information delivered from any line within that central office.
- G. If the SS7 Point Code for MWI option is requested, the subscriber is required to provide a list of the NPA-NNXs to which MWI messages will be routed. The NPA-NNXs provided must belong to the carrier with which the subscriber has an arrangement. The destination carrier must have an SS7 interconnection with the Company's network. The MWI messages are ANSI SS7 TCAP Inter-Switch Voice Mail (ISVM) messages. The nonrecurring charge in A13.72.3.B.3 will be applicable for establishing new service, for modification of existing service, and for verification of existing service.

A13.72.3 Rates and Charges

- A. Applicable service charges as specified in Section A4 will be incurred in addition to the rates and charges following. Rates and charges for other features and services utilized by the subscriber will also apply.
- B. Features

	Nonrecurring Charge	Monthly Rate	USOC
1. Inter-Switch Simplified Message Desk Interface - Analog ¹			
(a) Per Link (1200 bps)		\$ 2,325.00	AVBL1
(b) Per Link (2400 bps)		2,675.00	AVBL2
(c) Per Link (4800 bps)		3,605.00	AVBL4
(d) Per Link (9600 bps)		5,290.00	AVBL9
2. Inter-Switch Simplified Message Desk Interface - Digital ²			
(a) Per Link (9600 bps)		5,700.00	AVBD9
3. SS7 Point Code for MWI			
(a) Per Point Code	\$6,800.00		AVBLM

Note 1: Appropriate Private Line service charges apply.

Note 2: Appropriate SynchroNet³ service charges apply. (C)

Note 3: Effective June 30, 2021, SynchroNet Service is obsolete. See B107.2 in the Private Line Guidebook for service availability. (N)

Pages 49.1 and 49.2 are hereby deleted in their entirety and removed from this Guidebook

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

- (M1)
- A13.73 Reserved For Future Use** (M2)
- A13.74 Reserved For Future Use** (M2)
- A13.75 Reserved For Future Use** (M2)
- A13.76 (DELETED)** (M2)
- A13.77 Voice Mail Calling Features Package a.k.a. Voice Mail Companion Services Package** (M2)
 - A13.77.1 Description of Service** (M2)
 - A. The Voice Mail Calling Features Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. A subscriber may select all or part of the services available in this package subject to the limitations specified in A13.77.2. All services available as part of this package are available on an individual basis. The following services are available as part of the Voice Mail Calling Features Package: (M2)
 - Call Forwarding Busy Line (M2)
 - Call Forwarding Don't Answer (M2)
 - Call Forwarding Don't Answer – Ring Control (M2)
 - Message Waiting Indication - Audible (M2)
 - Message Waiting Indication – Audible/Visual (M2)
 - Star 98 Access (M2)
 - A13.77.2 Terms, Conditions and Limitations of Service** (T)(M2)
 - A. The following *terms, conditions* and limitations apply: (T)(M2)
 1. All *terms, conditions* and restrictions which normally apply to the services when they are individually provided also apply when they are provided as part of this package. Refer to the appropriate Section for restrictions, *terms* and conditions that apply for each service ordered as part of this package. (T)(M2)
 2. All services are furnished only from central offices which have been arranged to provide these services. The services are provided subject to availability of facilities. (M2)
 3. The Voice Mail Calling Features Package can be suspended as specified in Section A2. The monthly rate for this service does not apply for the suspension period. (M2)
 4. The Voice Mail Calling Features Package is available to individual line residence subscribers. (M2)
 5. The Voice Mail Calling Features Package must include one and only one of the Call Forwarding Don't Answer services. In addition, a customer must select Call Forwarding Busy Line and/or Star 98 Access and may select only one Message Waiting Indication service. (M2)
 6. Service Charges as provided in Section A4 apply for the Voice Mail Calling Features Package. (M2)
 - A13.77.3 Rates and Charges** (M2)
 - A. The Voice Mail Calling Features Package is offered at the following rate: (M2)
 1. Per line equipped (M2)

	Monthly Rate	USOC
(a) Residence	\$2.00	S98PK
- A13.78 (DELETED)** (M2)

M1 - Material previously appearing on this page now appears on page(s) 48 and 49 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 51, 53 and 54 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service

A13.79.1 General

- A. 211 Dialing Service is a three digit local dialing arrangement available in specified areas for delivery of general information via voice grade facilities, to the United Way of North Carolina. Pursuant to Federal Communications Commission (FCC) Order 00-256, in CC Docket 92-105 the 211 code has been assigned for access to community information and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211 Service adopted by the FCC in rulemaking proceeding (CC Docket 92-105).
- B. The Local Calling Area of the 211 Service subscriber will be the basic Local Calling Area defined in A3.5, as facilities permit. If local calling areas are merged, and a 211 number exists in both areas, the 211 subscriber who established the 211 Service first in time will be entitled to retain the 211 Service in the merged local calling area.
- C. 211 Service is limited to use by the United Way of North Carolina, for community resource services.
- D. 211 Service is available from the Company in Company Territory only. To provide access to a 211 number to end users in an independent company territory or to a CLPs end users within the local calling area, the 211 subscriber must make appropriate arrangements with the independent company or CLP serving that territory.
- E. 211 Service can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- F. This service is furnished subject to the availability of the 211 number.
- G. Calls to a disconnected 211 number will be routed to intercept over the announcement facilities for a maximum of 60 days, when the 211 provider is an AT&T subscriber. (C)
- H. Listings may be provided for 211 Service at Rates, Terms and Conditions as specified in Section A6.
- I. Access to 211 Service is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls)¹
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

In addition, operator assisted calls to the 211 subscriber will not be completed.
- J. 211 Service will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Calling Number Identification service in Section A13, as available.
- K. The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly.
- L. 211 Service will be provided within a maximum of 30 days after the customer's request for service has been processed in order to allow the Company sufficient time for provisioning.

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service (Cont'd)

A13.79.2 Service Requirements and Conditions

- A.
The United Way of North Carolina must provide the Company written notification of the assigned 211 code including the specific individual community service name, contact representative as well as concurrence of billing responsibility.
(M)
- B.
Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a local calling area must be pointed to the same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections A3 and A4 will apply.
(T)(M)
- C.
The 211 subscriber must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 211 number by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256, issued by the FCC in CC Docket 92-105 regarding the use and return of such N11 codes. If a recall is effected by the NANP Administrator, the Company will work with all 211 subscribers affected by such recall to transfer their service arrangements, if technically and economically feasible at the time, to an abbreviated dialing arrangement, and if not feasible, to a seven or ten-digit dialing arrangement within the 6-month notice period. The 211 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate *Guidebook* rates for the establishment of the new access arrangement.
(T)(M)
- E.
The 211 Service is provided where facilities permit.
(M)
- F.
The 211 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach information services provided by dialing a 211 number.
(M)
- G.
The 211 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach information services provided by dialing 211.
(M)
- H.
211 Service will be provided under the following conditions.
(M)
 - 1.
For network sizing and protection, the 211 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 number.
(M)
 - 2.
The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 211 without impairing the Company's general telephone service or telephone plant. 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 211 Dialing Service.
(M)
 - 3.
The 211 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
(M)
 - 4.
The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the Service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
(M)
 - 5.
Suspension of Service as covered in Section A2 is not applicable for this service.
(T)(M)
 - 6.
The 211 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 211 number. If requested by the Company, the 211 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 211 service.
(M)
 - 7.
A written notice will be sent to any 211 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
(M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

(M1)

A13.79 211 Dialing Service (Cont'd)

(M2)

A13.79.2 Service Requirements and Conditions (Cont'd)

(M2)

- I. If a pre-recorded announcement is provided by the 211 subscriber, the following conditions apply. (M2)
 - 1. The 211 Service subscriber will provide announcements. The Company will provide only the delivery of the call. (M2)
 - 2. 211 Subscriber sponsorship of any particular announcement of recorded program service shall not preclude another 211 subscriber from sponsoring the same or similar announcement or recorded program service. (M2)
 - 3. The provision of access to the 211 Network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network. (M2)
 - 4. The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses. (M2)
 - 5. The 211 subscriber assumes, according to other specific rates and charges under *guidebook*, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises (T)(M2)
- J. 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, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber. (T)(M2)

A13.79.3 Rates and Charges

(M2)

- A. Application of Rates (M2)
 - 1. 211 Switch Activation charge shall apply per switch activated. (M2)
 - 2. 211 subscribers will pay the normal *guidebook* charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 211 subscriber's designated premises. (T)(M2)
 - 3. Applicable service order charges as specified in Section A4 will apply, in addition to the following rates. (T)(M2)
 - 4. A charge will apply to changes to the point-to number at the subscriber's request per switch. (M2)
- B. Charges applicable to the 211 Service Subscriber (M2)

	Nonrecurring Charge	USOC	
1. 211 Switch Activation			(M2)
(a) Per switch	\$110.00	211CC	(M2)
2. Change of Point-to Number by Subscriber			(M2)
(a) Per Switch	28.00	211AP	(M2)

A13.80 711 Dialing Code for Telephone Relay Service (TRS) ¹

(M2)

Note 1: This service appears in the General Subscriber Service Tariff, Section A13.80. (M2)

M1 - Material previously appearing on this page now appears on page(s) 51 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 57 and 58 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service

A13.81.1 General

- A. 511 Dialing Service ("511") is a three digit local dialing arrangement available in specified areas for delivery of general information via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services. In addition, the 511 subscriber must comply with any orders and rules pertaining to 511, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
- B. 511 is available from the Company in Company Territory only. To provide access to 511 to end users in an independent company territory or to a Competing Local Providers (CLPs) end users within the local calling area, the 511 subscriber must make appropriate arrangements with the independent company or CLP serving that territory. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to travel information services provided by 511.
- C. The Local Calling Area of the 511 Service subscriber will be the basic Local Calling Area defined in A3.3, as facilities permit. If local calling areas are merged, and a 511 number exists in both areas, the 511 subscriber who established 511 first in time will be entitled to retain the 511 number in the merged local calling area.
- D. This service is subject to the availability of 511 numbers.
- E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- F. Limitations and use of service as stated in Section A2 apply.
- G. Listings may be provided for 511 at Rates, Terms and Conditions at no charge.
- H. Access to 511 is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls)¹
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

In addition, operator assisted calls to the 511 subscriber will not be completed.
- I. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.

(T)

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service (Cont'd)

A13.81.1 General (Cont'd)

- J.** An "affiliate" of a 511 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term "control" (including the terms "controlling", "controlled by:", and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within 6 months of the merger or acquisition.

- K.** 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Identification service in A13.
- L.** Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. (C)

A13.81.2 Service Requirements and Conditions

- A.** All requests for 511 must be submitted in writing to the Public Service Commission. The Commission will allocate the 511 code in the specified BLCAs based upon requirements and/or standards established by the FCC.
- B.** Within 30 days of the number assignment, the 511 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.
- If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 number will be recalled and the number will be considered available for reassignment as specified in A. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.
- C.** The 511 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is affected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 511 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate Guidebook rates for the establishment of the new access arrangement.
- D.** Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections A3 and A4 will apply.
- E.** The 511 Dialing Service is provided where facilities permit.
- F.** The 511 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach travel information services provided by dialing 511.
- G.** The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach travel information services provided by dialing 511.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

(M1)

A13.81 511 Dialing Service (Cont'd)

(M2)

A13.81.2 Service Requirements and Conditions (Cont'd)

(M2)

H. 511 will be provided under the following conditions.

(M2)

1. For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 511. (M2)
 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant. 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 511 Dialing Service. (M2)
 3. The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service. (M2)
 4. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander. (M2)
 5. Suspension of 511 as covered in Section A2 is not applicable for this service. (T)(M2)
 6. The 511 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 511 number. If requested by the Company, the 511 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service. (M2)
 7. A written notice will be sent to any 511 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service. (M2)
- I. If a pre-recorded announcement is provided by the 511 subscriber, the following conditions apply. (M2)
1. The 511 subscriber will provide announcements. The Company will provide only the delivery of the call. (M2)
 2. 511 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 511 subscriber from sponsoring the same or similar announcement or recorded program service. (M2)
 3. The provision of access to the 511 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network. (M2)
 4. The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses. (M2)
 5. The 511 subscriber assumes, according to other specific rates and charges under *guidebook*, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises. (T)(M2)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

(M1)

A13.81 511 Dialing Service (Cont'd)

(M2)

A13.81.2 Service Requirements and Conditions (Cont'd)

(M2)

- J. The Company may take all legal and practical steps to disassociate itself from 511 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users. (M2)
- K. 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, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber. (T)(M2)

A13.81.3 Rates and Charges

(M2)

- A. Application of Rates (M2)
 - 1. 511 subscribers will pay the normal *Guidebook* charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 511 subscriber's designated premises. (T)(M2)
 - 2. Applicable service order charges as specified in Section A4 will apply, in addition to the following rates. (T)(M2)
 - 3. A Central Office Activation charge will apply per central office switch translated to the lead number within the basic calling area. (M2)
 - 4. A charge will apply to changes to the point-to number at the subscriber's request, per 511 Dialing Service, per central office switch within the basic local calling area. (M2)
- B. Charges applicable to the 511 Dialing Service Subscriber (M2)

	Nonrecurring Charge	USOC	
1. 511 Switch Activation			(M2)
(a) Per switch	\$110.00	511CC	(M2)
2. Change of Point-to Number by Subscriber			(M2)
(a) Per switch	28.00	511AP	(M2)

M1 - Material previously appearing on this page now appears on page(s) 53 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 60.3 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.82 311 for Non-Emergency Municipal Use

A13.82.1 General

- A. 311 for Non-Emergency Municipal Use (“311”) is a three (3) digit local dialing arrangement available in specified areas for delivery of general information via voice grade facilities. The Federal Communications Commission (FCC) in CC Docket 92-105, assigned the 311 code for access to non-emergency police and other government agencies. The 311 subscriber must comply with any orders and rules pertaining to 311, adopted by the FCC in rulemaking proceeding CC Docket 92-105. Eligible customers that have already received 311 pursuant to the FCC requirements will be considered to be the assignee.
- B. 311 is available from the Company in Company Territory only. To provide access to 311 to end users in an independent company territory or to a Competing Local Providers (CLPs) end users per central office switch, the 311 subscriber must make appropriate arrangements with the independent company or CLP serving that territory. The 311 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach non-emergency police and other governmental agencies by dialing 311.
- C. 311 will be assigned to the subscriber on a central office-by-central office basis, as facilities permit. If central offices are merged, and a 311 “point-to” number exists in both central offices, the 311 subscriber who established 311 first in time will be entitled to retain the 311 “point-to” number in the merged central office.
- D. 311 for Non-Emergency Municipal Use is subject to the availability of 311 as an abbreviated dialing code and will be deployed by the Company on a “first come, first served” basis.
- E. 311 for Non-Emergency Municipal Use can be accessed via regular exchange access lines (by individual business lines, PBX trunks, etc.) unless such lines invoke N11 dialing restrictions or other customized dialing restrictions.
- F. Limitations and use of service as stated in Section A2 apply.
- G. Listings may be provided for 311 for Non-Emergency Municipal Use at Rates, Terms and Conditions as specified in Section A6.
- H. Access to 311 is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls)¹
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

In addition, operator assisted calls to the 311 subscriber will not be completed.
- I. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity without prior approval from the Company.
- J. An “affiliate” of a 311 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 311 subscriber. The term “control” (including the terms “controlling”, “controlled by, and under common control with”) means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 311 subscriber becomes an affiliate of or is acquired by another 311 subscriber through merger, acquisition, annexation or otherwise, then the affiliated subscribers must surrender all but one (1) 311 number within six (6) months of the merger or acquisition.
- K. 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Calling Number Identification service in Section A13.
- L. Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of sixty (60) days, when the 311 subscriber is a Company subscriber. (C)

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.82 311 for Non-Emergency Municipal Use (Cont'd)

A13.82.2 Service Requirements and Conditions

- A. All requests for 311 must be submitted in writing to the Company. (M)
- B. Once a city, municipality or local government orders 311 service, the Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 311 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 311 subscriber has failed to establish service or decides to discontinue service establishment, the 311 number will be recalled and the number will be considered available for reassignment as specified in A. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived. (T)(M)
- C. The 311 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 311 number and an agreement to return the code upon receipt of six (6) months written notice of such a recall from the Company and abide by all terms and conditions identified by the FCC in CC Docket 92-105 regarding the use and return of such 311 codes. If a recall is affected, the Company will work with all 311 subscribers affected by such recall to transfer their service arrangements, to a seven (7) or ten (10) digit dialing arrangement within the six (6) month notice period. The 311 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 311 subscriber will be charged the appropriate *Guidebook* rates for the establishment of the new access arrangement. (T)(M)
- D. Only one (1) seven (7) or ten (10) digit local number or one (1) ten (10) digit toll free number may be used as the lead number per central office. Appropriate rates from Sections A3 and A4 will apply. (T)(M)
- E. The 311 is provided where facilities permit. (M)
- F. The 311 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach non-emergency services provided by dialing 311. (M)
- G. The 311 subscriber should work separately with competitive local exchange companies to ascertain that its end user customers will be able to reach non-emergency services provided by dialing 311. (M)
- H. 311 will be provided under the following conditions. (M)
 1. For network sizing and protection, the 311 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 311. (M)
 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 311 without impairing the Company's general telephone service or telephone plant. 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 311 Dialing Service. (M)
 3. The 311 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service. (T)(M)
 4. The 311 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander. (M)
 5. Suspension of 311 as covered in Section A2 is not applicable for this service. (T)(M)
 6. The 311 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 311 number. If requested by the Company, the 311 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 311 service. (M)
 7. A written notice will be sent to any 311 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 311 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service. (M)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

(M1)

A13.82 311 for Non-Emergency Municipal Use (Cont'd)

(M2)

A13.82.2 Service Requirements and Conditions (Cont'd)

(M2)

- I. If a pre-recorded announcement is provided by the 311 subscriber, the following conditions apply. (M2)
 - 1. The 311 subscriber will provide announcements. The Company will provide only the delivery of the call. (M2)
 - 2. 311 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 311 subscriber from sponsoring the same or similar announcement or recorded program service. (M2)
 - 3. The provision of access to the 311 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network. (M2)
 - 4. The 311 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses. (M2)
 - 5. The 311 subscriber assumes, according to other specific rates and charges under *guidebook*, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises. (T)(M2)
- J. The Company may take all legal and practical steps to disassociate itself from 311 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users. (M2)
- K. 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, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber. (T)(M2)
- L. The municipality ordering the service must establish procedures to deal with calls from those within the central office but outside of their jurisdiction. (M2)

A13.82.3 Obligations of the Competing Local Provider (CLP)

(M2)

- A. In those instances where a CLP provides the 311 to its end user per central office switch, terms and conditions for 311 are as defined in the appropriate Interconnection Agreement. (M2)
 - 1. For purposes of providing a CLP end user access to the 311 subscriber per central office switch, appropriate arrangements must be made by the CLP with the 311 subscriber. (M2)
 - 2. A CLP may negotiate the provision of directory listings as defined in the Interconnection Agreement. (M2)

A13.82.4 Rates and Charges

(M2)

- A. Application of Rates (M2)
 - 1. 311 subscribers will pay the normal *guidebook* charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 311 subscriber's designated premises. (T)(M2)
 - 2. Applicable service order charges as specified in Section A4 will apply, in addition to the following rates. (T)(M2)
 - 3. A Central Office Activation charge will apply per central office switch translated to the lead number. (M2)
 - 4. A charge will apply to changes to the point-to number at the subscriber's request, per 311 Dialing Service, per central office switch. (M2)
- B. Charges applicable to the 311 For Non-Emergency Municipal Use Subscriber (M2)

	Nonrecurring Charge	USOC	
1. Central Office Activation			(M2)
(a) Per Central Office	\$110.00	311CC	(M2)
2. Change of Point-to Number by Subscriber			(M2)
(a) Per Central Office	28.00	311AP	(M2)

Pages 60.1 through 60.6 are hereby deleted in their entirety and removed from this Guidebook

(N)

M1 - Material previously appearing on this page now appears on page(s) 54 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 60.6 of this section.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.83 811 Call Before You Dig Service

A13.83.1 General

- A. 811 Call Before You Dig Service (“811”) is a three (3) digit local dialing arrangement used for the North Carolina One Call Center (NCOCC). One call notification is a communication system established by operators of underground facilities and/or state governments to provide a means for excavators and the general public to notify facility operators in advance of their intent to engage in excavation activities.

The North Carolina Utilities Commission ordered the implementation of the use of the 811 abbreviated dialing code for the NCOCC in an order dated February 9, 2006, Docket No. P-100, Sub 158. This service is provided pursuant to the Federal Communications Commission’s (FCC’s) Sixth Report and Order in CC Docket No. 92-105, which designated “811 as the national abbreviated dialing code to be used by state One Call notification systems for providing advanced notice of excavation activities to underground facility operators in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act).”

- B. Callers who dial 811 will be routed to the call center via the local 7 or 10 digit or a toll free “point-to” number selected by the One Call Center. There will be no charge to the end user dialing 811.
- C. Access to 811 is not available to the following:
- Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls)¹
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A
 - Independent Telephone Companies (ICOs)

In addition, operator assisted calls to the 811 subscriber will not be completed.

- D. 811 will be assigned on a central office-by-central office basis, as facilities permit.
- E. 811 will be provided under the following conditions.
1. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 811 without impairing the Company's general telephone service or telephone plant.
 2. Calls to a disconnected Public Dialing Service code (including 811) will be routed to intercept announcement facilities for a maximum of sixty (60) days. (C)
 3. Provision of recorded messages and/or announcements associated with 811 Call Before You Dig Service is the sole responsibility of the 811 subscriber.
 4. 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, or its employees, or agents, in connection with this service. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

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

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.83 811 Call Before You Dig Service (Cont'd)

(M)

A13.83.2 Rates and Charges

(M)

A. Application of Rates

(M)

1. 811 subscribers will pay the normal charges for their local exchange access arrangements (e.g., PBX trunks, Centrex Type Services, lines, etc.) used for transporting and terminating messages at the 811 subscriber's designated premises. (M)
2. Applicable service order charges as specified in Section A4. will apply, in addition to the following rates. (M)
3. Suspension of 811 as covered in Section A2. is not applicable for this service. (M)
4. A Central Office Activation charge will apply per central office switch translated to the lead number. (M)
5. A charge will apply to changes to the point-to number at the subscriber's request, per 811 Dialing Service, per central office switch. (M)

B. Charges applicable to the 811 Call Before You Dig Service subscriber

(M)

	Nonrecurring Charge	USOC	
1. Central Office Activation			(M)
(a) Per Central Office	\$170.46	811CC	(M)
2. Change of Point-to Number by Subscriber			(M)
(a) Per Central Office	11.23	811AP	(M)

A13.84 Reserved For Future Use

(M)

A13.85 Reserved For Future Use

(M)

A13.86 Reserved For Future Use

(M)

A13.87 Reserved For Future Use

(M)

A13.88 Reserved For Future Use

(M)

A13.89 Reserved For Future Use

(M)

A13.90 (DELETED)