

**TARIFF DISTRIBUTION**

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PURPOSE: This project modifies standard intercept and referral services to refer calls to the standard end office announcement and eliminates all other referral of intercept types

| <b><u>TARIFF SECTION</u></b> | <b><u>PAGE NUMBER</u></b> | <b><u>PAGE REVISION</u></b> |
|------------------------------|---------------------------|-----------------------------|
| G001                         | 12.1                      | 0002                        |
| G003                         | 45                        | 0003                        |
| G012                         | 1.1                       | 0005                        |
| G012                         | 2                         | 0014                        |
| G012                         | 196                       | 0002                        |
| G013                         | 57                        | 0006                        |
| G013                         | 64                        | 0004                        |
| G013                         | 66.1.1                    | 0005                        |
| G013                         | 66.1.4                    | 0004                        |
| G021                         | 10                        | 0001                        |
| G112                         | 14.4                      | 0002                        |
| G112                         | 14.5                      | 0001                        |
| G112                         | 294                       | 0001                        |
| G112                         | 372                       | 0001                        |
| G112                         | 536                       | 0001                        |
| G112                         | 613                       | 0002                        |
| G3 Cont. (pg)                | 3                         | 0006                        |
| G Subj. Indx (pg)            | 20                        | 0002                        |

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## A1. DEFINITION OF TERMS

### SERVICE LINE

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

### SHARING AND RESALE OF BASIC LOCAL EXCHANGE SERVICE

See Section A23.

### **(DELETED)**

### STANDARD NETWORK INTERFACE

See "Network Interface"

(D)

**A3. BASIC LOCAL EXCHANGE SERVICE**

CONTENTS

|              |   |        |     |
|--------------|---|--------|-----|
| <b>A3.17</b> | <b>Interconnection of Local Exchange Services for FCC Licensed RCCs, SMRCs, PLMRSs and PCPs</b> | 42     |     |
| <b>A3.18</b> | <b>(DELETED)</b>  | 45     | (D) |
| <b>A3.19</b> | <b>Reserved for Future Use</b>  | 45     |     |
| <b>A3.20</b> | <b>Reserved for Future Use</b>  | 45     |     |
| <b>A3.21</b> | <b>Reserved for Future Use</b>  | 45     |     |
| <b>A3.22</b> | <b>Local Usage Detail (LUD)</b>   | 45.1   |     |
| A3.22.1      | General   | 45.1   |     |
| A3.22.2      | Rates and Charges   | 45.1   |     |
| <b>A3.23</b> | <b>Reserved for Future Use</b>  | 45.1   |     |
| <b>A3.24</b> | <b>Directory Assistance Call Completion</b>   | 45.1.1 |     |
| A3.24.1      | Description of Service  | 45.1.1 |     |
| A3.24.2      | General Terms and Conditions  | 45.1.1 |     |
| A3.24.3      | Use of the Service  | 45.1.1 |     |
| A3.24.4      | Limitations of Service  | 45.1.1 |     |
| A3.24.5      | Application of Charges and Exemptions   | 45.1.1 |     |
| A3.24.6      | Rates and Charges   | 45.1.1 |     |
| <b>A3.25</b> | <b>Directory Assistance/Directory Assistance Call Completion</b>                                | 45.2   |     |
| <b>A3.26</b> | <b>(DELETED)</b>  | 45.2   |     |
| <b>A3.27</b> | <b>Reserved for Future Use</b>  | 45.3   |     |
| <b>A3.28</b> | <b>(DELETED)</b>  | 46     |     |
| <b>A3.29</b> | <b>Reserved for Future Use</b>  | 47     |     |
| <b>A3.30</b> | <b>Reserved for Future Use</b>  | 47     |     |
| <b>A3.31</b> | <b>Lifeline</b>   | 48     |     |
| A3.31.1      | Description of Service  | 48     |     |
| A3.31.2      | Terms and Conditions  | 48     |     |
| A3.31.3      | Rates and Charges   | 49.1   |     |

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

### **A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.18 (DELETED)**

(D)

**A3.19 Reserved for Future Use**

**A3.20 Reserved for Future Use**

**A3.21 Reserved for Future Use**

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## A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A12.7 Direct-Inward-Dialing (DID) Service

#### A12.7.1 General

- A. DID service permits calls incoming to a PBX system, Telephone Answering Service, or other Customer Premises Equipment requiring outputting-of-digits from the network to reach a specific station line without the assistance of an attendant. DID service is provided subject to the availability of facilities and telephone numbers and other conditions as specified in Section A2.3.1 and A15.
- B. The rates specified herein are in addition to the rates shown elsewhere in the Guidebook for the services with which this offering is associated (e.g., central office PBX trunks, access lines, Sharing and Resale of Basic Local Exchange Service, etc.)
- C. DID service is optionally available with Identified Outward Dialing (IOD) service and includes central office switching equipment necessary for in-dialing from the network directly to stations associated with customer premises switching equipment. Subscribers to DID service will be required to maintain an adequate number of DID trunks as determined by the Company in order to provide "quality" grade of service and prevent Network degradation.
- D. The service must be provided on all lines in a trunk group arranged. Where DID is required on more than one group of trunks or central office lines, each such group shall be considered as a separate DID service.
- E. The assignment of DID telephone numbers is made at the discretion of the Company and will be provided in blocks of twenty consecutive numbers where number ranges permit. When a customer requests removal of a number(s) or changes to an existing group of consecutive numbers (defined as Non-Consecutive DID) rates and charges found in A12.7.2 will be applicable. Non-Consecutive DID numbers will only be provided to an existing DID customer or when a customer initially orders DID. Where the equipment configuration requires the assignment of blocks of telephone numbers or where the customer requests telephone numbers held in reserve for future use, rates and charges as shown A12.7.2 are applicable for each unused Non-Consecutive number(s) or group of telephone numbers
- F. When equipment or service of a special type arrangement is requested and provided, rates and charges are based on costs involved to meet the individual requirements of each case.
- G. Operational characteristics of interface signals between the Company-provided facilities and the customer-provided switching equipment must conform to the terms and conditions the Company considers necessary to maintain proper standards of service as specified in other sections of this Guidebook.
- H. The Company shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations, or procedures of the Company render any of the facilities provided by a customer or authorized user obsolete or require modification or alternation of such equipment or system or otherwise affect its use or performance.
- I. Listings will be provided in accordance with the terms and conditions of Section A6. for PBX trunks. DID numbers furnished herein are not entitled to listings without charge. Where clients of a subscriber to DID service have no local exchange service but want to list one of these numbers, Sharing and Resale of Basic Local Exchange Service in Section A23. will be applicable.
- J. Automatic Intercept Service (AIS) for a non-listed disconnected DID telephone number will be provided at the rate shown in A12.7.2A., where facilities permit. AIS will provide *intercept and* referral from the non-listed disconnected DID telephone number to *a standard central office recorded announcement* for a maximum period of twelve months or until the delivery of the new Real White/Yellow Pages directory (where available), whichever comes first.

(C)

All switching systems provided this service must be arranged to provide for the intercepting of reserved, idle and/or unassigned station numbers.

- 1. Calls to vacant, non-working and reserved numbers will be routed to the Customer Premises Equipment for handling. On incoming calls from the network to invalid numbers or restricted stations in DID equipped Customer Premises Equipment only two methods of intercept are acceptable: Attendant or Recorded Announcement. Due to the network irregularities that can be caused, no form of tone intercept is permitted.

**A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

**A12.7 Direct-Inward-Dialing (DID) Service (Cont'd)**

**A12.7.1 General (Cont'd)**

- K.** At the discretion of the Company, subject to operating limits and the availability of facilities, DID service may be provided outside the customer's normal serving central office. Where a DID trunk group is served from a central office other than the customer's normal serving central office, the appropriate mileage rates for Foreign Exchange or Foreign Central Office service, per DID trunk will apply.
- L.** In addition to the rates and charges specified in A12.7.2, appropriate service connection, move and change charges are applicable to the establishment or rearrangement of trunks and numbers in connection with providing DID service.
- M.** Installation charges for DID central office switching equipment are not applicable if the customer presently subscribes to DID service and changes the type of customer premises switching equipment. The following provisions apply:
  - 1. The customer must maintain at least the same level of DID service requirements.
  - 2. The replacing customer premises equipment must be served by the same central office as the existing customer premises equipment.
  - 3. Central office switching equipment additions or modifications must not be required in order to provide DID service to the replacing customer premises switching equipment.
  - 4. Rates and charges are applicable to additional DID service requirements which exceed the customer's existing level of DID arrangements.

**A12.7.2 Rates and Charges**

- A.** Central Office Components
  - 1. Direct-Inward Dialing (DID) Service

|   | <b>Installation Charge</b> | <b>Monthly Rate</b> | <b>USOC</b>   |     |
|---|----------------------------|---------------------|---------------|-----|
| (a) Establish trunk group and provide first group of 20 DID numbers                 | <b>\$50.00</b>             | <b>\$41.00</b>      | <b>NDZ</b>    |     |
| (b) Each additional group of 20 DID numbers   | <b>15.00</b>               | <b>41.00</b>        | <b>ND4</b>    |     |
| (c) Non-consecutive DID Numbers each number <sup>1</sup>                            | <b>2.20</b>                | <b>9.00</b>         | <b>ND5</b>    |     |
| (d) DID Trunk Termination, each Inward Only Trunk <sup>2</sup>                      | <b>90.00</b>               | <b>157.00</b>       | <b>NDT</b>    |     |
| (e) DID Trunk Termination, each Combination Trunk with Call Transfer <sup>2,3</sup> | <b>250.00</b>              | <b>80.00</b>        | <b>NCT</b>    |     |
| (f) Multi-frequency (MF) Pulsing option, each trunk <sup>4</sup>                    | -                          | <b>78.00</b>        | <b>\$5MBD</b> |     |
| (g) Dual Tone Multi-frequency (DTMF) Pulsing option, each trunk <sup>4</sup>        | -                          | <b>78.00</b>        | <b>\$5DBD</b> |     |
| (h) Automatic Intercept Service, per number <i>intercepted</i> <sup>5</sup>         | <b>17.00</b>               | -                   | <b>ND1</b>    | (T) |
| (i) Group of 20 Reserved Numbers, each group <sup>6</sup>                           | <b>50.00</b>               | <b>41.00</b>        | <b>NDV</b>    |     |
| (j) Reserved Non-Consecutive DID Numbers, each                                      | <b>2.20</b>                | <b>1.45</b>         | <b>ND6</b>    |     |

**Note 1:** Rates and charges apply to each working number in an individual or non-sequential group or in a group of less than twenty numbers. Non-Consecutive DID numbers will only be provided to an existing DID customer or when a customer initially orders DID.

**Note 2:** In addition to the rates and charges for DID terminations, rates and charges for DID Flat Rate Inward or Combination PBX Trunks or NARs as specified in Section A3 apply as appropriate.

**Note 3:** Combination DID Trunks with the Call Transfer feature are only provisioned where facilities permit.

**Note 4:** Provides faster signaling on DID PBX trunks or NARs. The choice of pulsing alternative depends on the customer's premises equipment.

**Note 5:** Provides *intercept and* referral of calls from a non-listed disconnected DID number to a *standard central office recorded announcement* for twelve months. AIS is available where facilities permit. (C)

**Note 6:** Installation Charge applies if customer does not currently have Direct-Inward-Dialing service.

## A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A12.25 BellSouth Centrex Service (Cont'd)

#### A12.25.4 Intercept of Calls

- A. Rerouting of calls that cannot be completed to the number originally dialed will be offered either standard Intercept or Automatic Number Referral.
  - 1. Intercept - Incoming calls from the exchange and long distance message networks to unassigned station numbers are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.  
Intercommunicating calls to unassigned station numbers are intercepted by central office recorded announcement equipment which is common to all subscriber's BellSouth Centrex service systems served out of the same office. The announcement states that the number is not in service. (C)
  - 2. Automatic Number Referral - Incoming calls to a telephone number that has been disconnected or changed may be *intercepted and* routed to a mechanized announcement that tells the calling party that the number they dialed is not in service. Telephone numbers for station lines that are listed in the Company's Listing Information System will be provided Automatic Number Referral (if desired) at no charge if disconnected or changed. Telephone numbers for station lines not listed may be provided Automatic Number Referral with charges from A12.25.12 applicable per telephone number referred. (C)

#### A12.25.5 Conversions

- A. MultiServ service, MultiServ PLUS service, ESSX Service, Digital ESSX service and ESSX-1 service will be converted to BellSouth Centrex service as follows. Conversions will be based on the Company's standard provisioning intervals. A12.25.5 only applies to the conversion of existing service and is not meant to apply to the provision of new service.
  - 1. Nonrecurring charges from this section will not apply.
  - 2. Termination Liability/Cancellation Charges for original service will not apply.
  - 3. Service charges from Section A4. will not apply.
- B. Deletions, changes, additions, and rearrangements of a subscriber's station lines and/or features will be performed subsequent to conversion to BellSouth Centrex service as follows.
  - 1. Changes, additions, or rearrangements for station lines and/or optional features:
    - a. Nonrecurring charges from this section will apply.
    - b. Service charges from Section A4. will apply.
- C. Subscribers of BellSouth Centrex service, upon the conversion of the central office facilities from one switch type to another, must convert to corresponding switch type features.
  - 1. Conversion will be within thirty (30) days of the central office conversion.
  - 2. Nonrecurring charges from this section will not apply.
  - 3. Cancellation charges for original service will not apply.
  - 4. If subscriber had a Rate Stability Plan in effect, it will continue uninterrupted.
  - 5. Service charges from Section A4. will not apply.
  - 6. Changes, additions, or rearrangements:
    - a. Nonrecurring charges from this section will apply.
    - b. Service charges from Section A4. will apply.
- D. Conversions will not be allowed on suspended service.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.79 211 Dialing Service (Cont'd)

#### A13.79.1 General (Cont'd)

- D. This service is furnished subject to the availability of the 211 number.
- E. 211 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 211 at rates, terms and conditions as specified in Section A6.
- H. Access to 211 is not available to the following classes of service:
  - Payphone Service Provider Telephones (PSPs)
  - Hotel/Motel/Hospital Service
  - 1+
  - 0+, 0- (Third-Party Billing or Collect Calls)<sup>1</sup>
  - Inmate Service
  - 101XXXX
  - Cellular - Type 2A

In addition, operator assisted calls to the 211 subscriber will not be completed.

- I. (DELETED)
- J. (DELETED)
- K. 211 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 A13. preceding.
- L. Calls to a disconnected 211 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. (C)

#### A13.79.2 Service Requirements and Conditions

- A. All 211 providers must be certified by the State Budget and Control Board as directed in Section 1-11-770 of the South Carolina Code of Law. The State Budget and Control Board will allocate 211 numbers.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.81 511 Dialing Service (Cont'd)

#### A13.81.1 General (Cont'd)

**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 or Collect Calls)<sup>1</sup>
- 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.

**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. preceding.

**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 South Carolina 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. preceding. 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 rates for the establishment of the new access arrangement.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

## 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 digit local dialing arrangement available in specified areas from BellSouth Telecommunications, Inc. (“Company”), 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 Competitive Local Exchange Carriers (CLECs) end users per central office switch, the 311 subscriber must make appropriate arrangements with the independent company or CLEC 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 or Collect Calls)<sup>1</sup>
  - 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 311 number within 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 A13. preceding.
- L. Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of 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, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

## 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 One Call Center. 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.

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 or Collect Calls)<sup>1</sup>
  - 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. 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.

#### A13.83.2 Rates and Charges

- A.** Application of Rates
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.
  2. Applicable service order charges as specified in Section A4. will apply, in addition to the following rates.
  3. Suspension of 811 as covered in Section A2. is not applicable for this service.
  4. A Central Office Activation charge will apply per central office switch translated to the lead number.
  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.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued.

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## A21. RESOLD FOREIGN EXCHANGE SERVICE

### A21.1 General (Cont'd)

#### A21.1.1 Rate Categories (Cont'd)

##### B. End Office (Cont'd)

###### 1. Local Switching (Cont'd)

###### a. Common Switching (Cont'd)

- (2) Included as part of the Common Switching are various nonchargeable optional features which the Reseller can order to meet its specific communications requirements. These optional features are described in A21.3.1 following.

###### b. Transport Termination

- (1) Transport Termination provides for the line or trunk side arrangements which terminate the Local Transport facilities. Included as part of Transport Termination are various nonchargeable optional termination arrangements. These optional terminating arrangements are described in A21.2 following.
- (2) The number of Transport Terminations provided will be determined by the Company as set forth in A21.5.5 following.

###### 2. Line Termination

- a. The Line Termination rate element provides the terminations for the end user lines terminating in the local end office. Line Termination rates are set forth in A21.8.2.

###### 3. Intercept

- a. The Intercept rate element provides for the termination of a call at a Company intercept recording. The operator or recording tells a caller why a call, as dialed, could not be completed, and if possible, provides the correct number. (C)
- b. Intercept rates are applied on an access minutes basis and are assessed to an Reseller based on the total number of access minutes. Intercept rates are set forth in A21.8.2 following.

##### C. Carrier Common Line

Carrier Common Line (CCL) charge provides for the use of Company Common Lines by Resellers for access to end users to furnish communications service and are applied as Premium or Non-premium.

###### 1. Premium Usage

- a. Premium usage rates apply when the Resold Foreign Exchange Service is provided from an end office converted to Equal Access.
- b. Usage associated with each end office equipped for equal access will be multiplied by the Carrier Common Line charge specified in A21.8.3 following.

###### 2. Non-Premium Usage

- a. Non-premium usage rates apply when the Resold Foreign Exchange Service is provided from an end office not yet converted to Equal Access.
- b. Usage associated with each office not arranged for Equal Access capability will be multiplied by .65 and then multiplied by the Carrier Common Line charge specified in A21.8.3 following.

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## **A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

### **A112.20 MultiServ Service (Cont'd)**

#### **A112.20.2 Terms and Conditions (Cont'd)**

**S.** (Cont'd)

Each ISDN Basic Rate DSL Access Arrangement will be counted as a MultiServ service or MultiServ PLUS service line in determining the total system size.

MultiServ service Optional Features compatible with ISDN may be purchased for use with these ISDN - IBS lines. MultiServ service Feature Groups are not available for use with these ISDN - IBS lines.

ISDN - IBS lines not associated with a MultiServ service or MultiServ PLUS service may not purchase features from this section.

**T.** Flat Rate service available to the subscriber is outlined in Section A3.

#### **A112.20.3 Unconditional Satisfaction Guarantee**

**A.** If the subscriber is not completely satisfied with MultiServ service within ninety (90) days of the effective billing date, all payments will be handled as indicated in this paragraph.

1. The following charges will be refunded:
  - a. Nonrecurring and recurring charges (up to ninety days recurring billing) for rate elements as specified in this sub-section for MultiServ service.
  - b. Service charges from Section A4.
2. The following charges will not be refunded:
  - a. End User Common Line Charges as specified in BellSouth Telecommunications, Inc., FCC No. 1, Section 4.
  - b. Usage Charges from Section A3.
3. Customer-provided equipment acquired for use with MultiServ service will not be included in this plan.
4. This guarantee will not apply to transfers of service, moves, conversions or recasts.
5. MultiServ service will be disconnected no later than ten (10) days after receipt of notification of dissatisfaction.
6. Subscribers requesting an extension of the ten (10) day disconnection interval to accommodate installation of a replacement product/service, will be billed the recurring rates for that period, not to exceed six (6) months.
7. Subscribers must retain continuous service beyond the ninety (90) days via other Local Exchange Services as offered in Section A3.

#### **A112.20.4 Intercept of Calls**

**A.** Rerouting of calls that cannot be completed to the number originally dialed will be offered either standard Intercept or Automatic Number Referral.

1. Intercept - Incoming calls from the exchange and long distance message networks to unassigned station numbers are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.

Intercommunicating calls to unassigned station numbers are intercepted by central office recorded announcement equipment which is common to all subscriber's MultiServ service systems served out of the same office. The announcement states that the number is not in service.

(C)

## **A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

### **A112.20 MultiServ Service (Cont'd)**

#### **A112.20.4 Intercept of Calls (Cont'd)**

- A. Rerouting of calls that cannot be completed to the number originally dialed will be offered either standard Intercept or Automatic Number Referral. (Cont'd)
2. Automatic Number Referral - Incoming calls to a telephone number that has been disconnected or changed may be routed to a mechanized announcement that tells the calling party that the number they dialed is not in service. Telephone numbers that are listed in the directory for main station lines will be provided Automatic Number Referral (if desired) at no charge if disconnected or changed. For numbers that are not listed, charges from A112.20.13 apply per telephone number referred. (C)

#### **A112.20.5 Conversions**

- A. ESSX Service<sup>1</sup> may be converted to MultiServ service as follows.
  1. Nonrecurring charges from this sub-section will not apply.
  2. Termination Liability/Cancellation Charges for original service will not apply.
  3. Service charges from Section A4. of the GSST will not apply.
  4. Changes, additions or rearrangements for new lines and/or optional features:
    - a. Nonrecurring charges from this sub-section will apply.
    - b. Service charges from Section A4. will apply.
- B. Subscribers of MultiServ service with analog Feature Groups must, upon the conversion of the central office facilities from analog to digital, convert to a corresponding digital Feature Group.
  1. Conversion will be within thirty (30) days of the central office conversion.
  2. Nonrecurring charges from this sub-section will not apply.
  3. Cancellation charges for original service will not apply.
  4. If subscriber had a Rate Stability Plan in effect, it will continue uninterrupted.
  5. Service charges from Section A4. will not apply.
  6. Changes, additions or rearrangements:
    - a. Nonrecurring charges from this sub-section will apply.
    - b. Service charges from Section A4. will apply.
- C. Subscribers of MultiServ PLUS service may convert to MultiServ service.
  1. Cancellation charge, if in effect, will not apply.
  2. Nonrecurring charges from this sub-section will apply.
  3. Service charges from Section A4. will apply.

#### **A112.20.6 Payment Schedules**

- A. General
  1. MultiServ service is offered at the rates and charges indicated in this sub-section.
  2. The rates in this sub-section are offered either as month-to-month rates or may be stabilized for periods of 36 to 59 months or 60 to 120 months with a Rate Stability Plan. A subscriber may not have month-to-month rates on a system with Rate Stability.
  3. MultiServ service under month-to-month rates is subject to Company initiated rate changes.
  4. MultiServ service Station Links will have maximum rates indicated in this section. These rates may be reduced with thirty days notice to the subscribers. Current rates applicable to the Station Links will apply to all subscribers. Subscribers may apply for rates developed and offered via a Contract Service Arrangement as specified in Section A5.

**Note 1:** Denotes ESSX-1 service, ESSX service - VS, S, M, L or Digital ESSX service -VS, S, M, L.

## **A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

### **A112.26 ESSX Service - Vintage II (Cont'd)**

#### **A112.26.3 Definitions (Cont'd)**

A Subsidiary System Arrangement provides station numbers, which are in sequence with the main station line numbers of the customer's ESSX service to the stations of one or more subsidiary systems.

#### **THREE-WAY CONFERENCE**

Allows a station user to add a third party to an existing two-party conversation.

#### **TOLL DIVERSION**

Toll Diversion automatically denies an ESSX service main station direct dialing access to the long distance message network. Station users attempting to place such calls are diverted to the attendant.

#### **TOLL RESTRICTION**

Toll Restriction automatically denies an ESSX service main station direct dialing access to the long distance message network. Station users attempting to place such calls will receive an announcement to indicate that access is denied.

#### **TRUNK-ANSWER ANY STATION**

Trunk Answer Any Station is an attendant position night service arrangement whereby, when activated by the attendant, calls to the primary directory listing activate a common alerting signal on the customer's premises. These calls may then be answered by a main station in the system upon dialing a special code.

#### **TRUNK EQUIPMENT**

See Miscellaneous Line Terminations.

#### **UNIFORM CALL DISTRIBUTION (UCD)**

See Station Hunting Arrangements.

#### **A112.26.4 Intercept Of Calls To Unassigned Station Lines**

- A. Incoming calls from the exchange and toll networks to unassigned station lines are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.
- B. Intercommunicating calls to unassigned station lines are intercepted by central office recorded announcement equipment which is common to all subscriber's systems served out of the same office. The announcement states that the number is not in service. (C)

#### **A112.26.5 Conversion**

- B. Conversion of ESSX-1 service to ESSX service
  1. When a customer whose present ESSX-1 service elects to convert to ESSX service, installation and service connection charges do not apply to Common Equipment, in-service station lines, terminating arrangements, toll diversion and toll restriction equipped station lines, conference arrangements and other optional features and/or services provided that all of the following conditions are met:
    - a. The customer's system must continue to be served by the same central office equipment,
    - b. There must be no interruption of service, and
    - c. There are no moves, changes or additions in existing station lines, terminating arrangements, or optional features requested by the customer.
    - d. A Service Ordering Charge as specified in Section A4 will apply.
  2. Customers with ESSX-1 service converting to ESSX service must elect a payment period equal to or greater than the unexpired portion of their current payment plan. The following options are available.
    - a. Month-to-Month Payment Plan (One month option)
    - b. Term Payment Plan of 36, 60 or 84 months

## **A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

### **A112.28 Digital ESSX Service - Vintage II (Cont'd)**

#### **A112.28.3 Definitions (Cont'd)**

##### **TOLL DIVERSION**

Toll Diversion automatically denies a subscriber's Digital station direct dialing access to the long distance message network. Station users attempting to place such calls are diverted to the attendant.

##### **TOLL RESTRICTION**

Toll restriction automatically denies a subscriber's Digital station direct dialing access to the long distance message network. Station users attempting to place such calls will receive an announcement to indicate that access is denied.

##### **TRUNK EQUIPMENT**

See Miscellaneous Line Termination.

##### **TRUNK VERIFICATION FROM STATION**

Permits a designated Digital ESSX service station to verify the condition of the trunks in the Digital ESSX service by dialing a predefined access code, the trunk group access code and the member number of the trunk to be verified.

##### **UNIFORM CALL DISTRIBUTION (UCD)**

See Station Hunting Arrangements

#### **A112.28.4 Intercept Of Calls To Unassigned Station Lines**

- A. Incoming calls from the exchange and toll networks to unassigned station lines are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.
- B. Intercommunicating calls to unassigned station lines are intercepted by central office recorded announcement equipment which is common to all subscriber's Digital systems served out of the same office. The announcement states that the number is not in service. (C)

#### **A112.28.5 Conversion**

- A. Replacement of Central Office Equipment
  1. The rates and charges in this and other sections for ESSX service and the associated features and services will continue to apply to ESSX service subscribers served at a location that is converted through no desire or fault of the subscriber to Digital central office equipment. Should one of the aforementioned existing subscribers wish to utilize features and/or services specific to the Digital central office equipment, the billing for that customer's system will be converted to charges appropriate for the central office equipment providing his service.
- B. Conversion of ESSX service<sup>1</sup> to Digital ESSX service
  1. When a customer whose present ESSX service elects to convert to Digital ESSX service, installation and service connection charges do not apply to Common Equipment, in-service station lines, terminating arrangements, toll diversion and toll restriction equipped station lines, conference arrangements and other optional features and/or services provided each of the following conditions are met:
    - a. The Customer's system must continue to be served by the same central office equipment or the customer is moved to other central office equipment at the Company's instance.
    - b. There must be no interruption of service, and
    - c. There are no moves, changes or additions in existing station lines, terminating arrangements, or optional features requested by the customer.
    - d. A Service Ordering Charge as specified in Section A4. will apply.

**Note 1:** Denotes ESSX-1 service or ESSX service-VS, S, M, L.

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**A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS****A112.38 ESSX Small, Medium and Large Service - 85 (Cont'd)****A112.38.3 Definitions****WIRE CENTER DENSITY**

Refers to the average number of main stations (MS) and equivalent main stations (EQ, M.S.) per square mile in the serving wire center area. Wire Center Density Groups are designated "A" and "B" with group "A" having the least density and group "B" having the highest.

OTHER DEFINITIONS - See A112.

**A112.38.4 Intercept Of Calls To Unassigned Station Lines**

- A. Incoming calls from the exchange and toll networks to unassigned station lines are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.
- B. Intercommunicating calls to unassigned station lines are intercepted by central office recorded announcement equipment which is common to all ESSX systems served out of the same office. The announcement states that the number is not in service. (C)

**A112.38.5 Conversion**

- A. Conversion of ESSX-1 Service to ESSX-S, M and L Service
  - 1. When a customer whose present ESSX-1 Service elects to convert to ESSX-S, M or L Service, installation and service charges do not apply to Common Equipment, in-service station lines, terminating arrangements, toll diversion and toll restriction equipped station lines, conference arrangements and other optional features and/or services provided that all of the following conditions are met:
    - a. The customer's system must continue to be served by the same central office equipment,
    - b. There must be no interruption of service, and
    - c. There are no moves, changes or additions in existing station lines, terminating arrangements, or optional features requested by the customer.

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## A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A112.39 Digital ESSX Service - 85 (Cont'd)

#### A112.39.2 Terms and Conditions (Cont'd)

- W. Digital ESSX service subscribers with rates and charges applicable out of A112.39 may subscribe to features found in A112.28 but not offered in A112.39.
- X. Digital ESSX service subscribers with rates and charges applicable out of A112.39 wishing to add or change features must apply nonrecurring charges as indicated in A112.28.

#### A112.39.3 Definitions

##### WIRE CENTER DENSITY

Refers to the average number of main stations (MS) and equivalent main stations (EQ. MS) per square mile in the serving wire center area. Wire Center Density Groups are designated "A" and "B" with group "A" having the least density and group "B" having the highest.

OTHER DEFINITIONS - SEE A112.

#### A112.39.4 Intercept of Calls to Unassigned Station Lines

- A. Incoming calls from the exchange and toll networks to unassigned station lines are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.
- B. Intercommunicating calls to unassigned station lines are intercepted by central office recorded announcement equipment which is common to all Digital ESSX systems served out of the same office. The announcement states that the number is not in service. (C)

#### A112.39.5 Conversion

##### A. Replacement of Central Office Equipment

1. The rates and charges in this and other sections for Digital ESSX Service and the associated features and services will continue to apply to Digital ESSX subscribers served at a location that is converted through no desire or fault of the subscriber to Digital central office equipment. Should one of the aforementioned existing subscribers wish to utilize features and/or services specific to the Digital central office equipment, the billing for that customer's system will be converted to charges appropriate for the central office equipment providing his service.

##### B. Conversion of ESSX Service<sup>1</sup> to Digital ESSX Service

1. When a customer whose present ESSX Service elects to convert to Digital ESSX Service, installation and service connection charges do not apply to Common Equipment, in-service station lines, terminating arrangements, toll diversion and toll restriction equipped station lines, conference arrangements and other optional features and/or services provided each of the following conditions are met:
  - a. The Customer's system must continue to be served by the same central office equipment or the customer is moved to other central office equipment at the Company's instance.
  - b. There must be no interruption of service, and
  - c. There are no moves, changes or additions in existing station lines, terminating arrangements, or optional features requested by the customer.

**Note 1:** Denotes ESSX-1 Service or ESSX-S, M, L Service.

**SUBJECT INDEX**

**S.**

| <b>SUBJECT</b>  | <b>SECTION</b> |
|---|----------------|
| Secondary Service Charge .....  | A4             |
| Secretarial Line Terminations (Obsoleted) .....                             | A108           |
| Selective Class of Call Screening .....                                     | A13.12         |
| Semiprivate Telephone Numbers - See Non-Listed (Semiprivate) Listings ..... | A6.5           |
| Service Charges .....   | A4             |
| Definitions .....   | A4.1           |
| Exceptions - See Also Specific Services .....                               | A4.2.6         |
| Rates and Charges.....  | A4.3           |
| Service Irregularities.....   | A2.5.1         |
| Service Management System (SMS) Storage .....                               | A34.1          |
| Service Mark Protection .....   | A2.11          |
| Service To U.S. Government .....  | A112.1         |
| Sharing and Resale of Basic Local Exchange Service Listing .....            | A6.7.17        |
| Sharing and Resale of Exchange Service .....                                | A23            |
| Signalling Arrangements .....   | A13.1.5        |
| Simplified Message Desk Interface (SMDI).....                               | A13.46         |
| SmartLine service .....   | A7             |
| Special Access Services Capable of Using the Local Exchange Network .....   | A3.14          |
| Special Billing Services .....  | A13.4          |
| Special Promotions .....  | A2.10          |
| Special Service Arrangements .....  | A5.4           |
| Special Text Listing (Business) .....                                       | A6.7.18        |
| Special Types of Construction .....   | A5.1.7         |
| Special Types of Installation.....  | A5.3.2         |
| Specialized Mobile Radio Carriers (SMRCs), Interconnection .....            | A3.17          |
| <b>(DELETED)</b>  |                |