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BELLSOUTH  
TELECOMMUNICATIONS  
TENNESSEE

ACCESS SERVICES TARIFF

Sixth Revised Page 1  
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ISSUED: April 15, 2015  
BY: Joelle Phillips, President - Tennessee  
Nashville, Tennessee

EFFECTIVE: May 6, 2015

## E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

### E9.1 General Description

#### E9.1.1 Provision of Service

- A. The Company will provide automated *BellSouth* Directory Assistance Access service to a customer from *BellSouth Directory Assistance Access* service locations. (C)
- B. *BellSouth* Directory Assistance Access service provides service to *BellSouth Directory Assistance Access* service locations, the use of *BellSouth Directory Assistance Access* equipment, and *BellSouth Directory Assistance Access* required to provide telephone numbers or a report that a number is non-published. (C)  
(C)  
(C)

### E9.2 Undertaking of the Company

#### E9.2.1 Number Provision

- A. The Company, when furnished a city, state and name, will provide or attempt to provide the telephone number listed in the Company *Directory Assistance* records associated with the name given at the rates and charges as set forth in Section E9.5. The Company's contact with the customer's end user shall be limited to that effort necessary to process a customer's end user's request for a telephone number. The Company will not transfer, forward or redial a customer's end user call to any other location for any purpose other than provision of automated *BellSouth Directory Assistance Access* service. (C)  
(T)
- B. A maximum of three (3) requests for telephone numbers will be accepted per call to automated *BellSouth Directory Assistance Access* service. (C)
- C. A telephone number which is not listed in automated *BellSouth Directory Assistance Access* records will not be available to the customer's end user. (C)

#### E9.2.2 Access Locations and Call Transport

- A. The Company will specify the *BellSouth Directory Assistance Access* service location which provides the automated *BellSouth Directory Assistance Access* service for each numbering plan area code (NPA). The *BellSouth Directory Assistance Access* service locations are as shown in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4 (C)  
(C)  
When it becomes necessary, as determined by the Company, to change *BellSouth Directory Assistance Access* a service location, the Company will notify the involved customers six months prior to the change. For such changes, the regulations as set forth in Section E2.1.7 apply. (C)  
(T)
  - B. Automated *BellSouth* Directory Assistance Access service will be provided between the customer premises and the *BellSouth Directory Assistance Access* service location by the Company at rates and charges as set forth in Section E9.5, and as follows: (C)  
(T)  
When the access tandem switch is appropriately equipped for *BellSouth Directory Assistance Access* measurement, the Company will route all automated *BellSouth Directory Assistance Access* service traffic to the *BellSouth Directory Assistance Access* location for completion over the customer's *BellSouth SWA* services provided from the access tandem. (C)  
(C)  
Additionally, as set forth in Section 6 of Tariff FCC No. 1 and in this section as follows, direct connections to automated *BellSouth Directory Assistance Access* service may be required. If a customer delivers automated *BellSouth Directory Assistance Access* call to the Company, the Company will complete the call at charges as set forth in Section E9.5. (T)  
(C)  
(T)
1. General
- Each Access service will consist of the following:
- a. An Interface Group equipped with an available Premises Interface Code at the customer's premises.
  - b. Directory Transport between the premises of the ordering customer and the automated *BellSouth Directory Assistance Access* service location. (C)

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## E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

### E9.2 Undertaking of the Company (Cont'd)

#### E9.2.2 Access Locations and Call Transport (Cont'd)

- E. In the event that the telephone number is unavailable to the automated *BellSouth Directory Assistance Access* service, no credit applies for the charge for the call. When the *BellSouth Directory Assistance Access* service location or *BellSouth Directory Assistance Access* equipment or terminals are out of service due to Company equipment failure or an incorrect number is provided, a credit as set forth in Section E9.4 will apply. (C)  
(C)  
(C)  
(T)
- F. Automated *BellSouth Directory Assistance Access* service may be provided, at the option of the customer, for interstate and intrastate communications. When the customer requests such mixed access, the intrastate *BellSouth Directory Assistance Access* service charges will be determined by the Company as set forth in Section E2.3.14. (C)  
(C)  
(T)

### E9.3 Obligations of the Customer

#### E9.3.1 Ordering Requirements

- A. The customer shall order the capacity and interface type of automated *BellSouth Directory Assistance Access* services it needs except when provided over existing *BellSouth SWA FGA*, *BellSouth SWA FGB*, *BellSouth SWA FGD*, *BellSouth SWA LSBSA*, *BellSouth SWA TSBSA* or *BellSouth SWA Transport* facilities, as specified in Section E9.2.2. (C)  
(T)
- B. The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision. (C)
- C. When requested by the Company, the customer shall order a separate trunk group for automated *BellSouth Directory Assistance Access* service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in Section E9.2.2. (C)  
(T)

#### E9.3.2 End User Requirements

- A. When the customer bills its end users, the customer shall be responsible for all contacts and arrangements with its end users concerning the provision and maintenance of automated *BellSouth Directory Assistance Access* service, and the billing and collecting of charges for *BellSouth Directory Assistance Access* services furnished to its end users. When the Company bills the customer's end users at the request of the customer, contacts and arrangements with customer's end users concerning the billing and collecting of charges will be as set forth in Section E8.2. (C)  
(T)
- B. The customer understands that automated *BellSouth Directory Assistance Access* service will respond to three (3) telephone number requests per call and will not transfer, forward or redial the call to another location for any purpose other than the provision of automated *BellSouth Directory Assistance Access* service. (C)  
(C)

### E9.4 Payment Arrangements

#### E9.4.1 Minimum Periods

- A. The minimum period for which automated *BellSouth Directory Assistance Access* service is provided and for which charges apply is one month. When automated *BellSouth Directory Assistance Access* service is provided with a customer's *BellSouth SWA FGA*, *BellSouth SWA FGB*, *BellSouth SWA FGD*, *BellSouth SWA LSBSA* or *BellSouth SWA TSBSA* service, the minimum period requirements apply to the *BellSouth SWA* service provided and are set forth in Section 6 of Tariff FCC No. 1. (C)  
(C)

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## E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

### E9.4 Payment Arrangements (Cont'd)

#### E9.4.2 Cancellation of a Special Order

When a customer cancels a Special Order for automated *BellSouth Directory Assistance* Access service after the order date but prior to the start of service, the appropriate charges as set forth in Section E5, for *BellSouth SWA* Transport services apply for the automated *BellSouth Directory Assistance* Access service cancelled. (C)  
(T)  
(C)

#### E9.4.3 Changes to Special Orders

When a customer requests changes to a pending order for automated *BellSouth Directory Assistance* Access service, such changes will be undertaken if they can be accommodated by the Company. The appropriate charges as set forth in Section E5 for *BellSouth SWA* Transport services apply for the automated *BellSouth Directory Assistance* Access service changed. (C)  
(T)  
(C)

#### E9.4.4 Moves

A move involves a change in the physical location of the point of termination at the customer premises or of the customer premises. Moves will be treated as set forth in Section 6 of Tariff FCC No. 1 and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in Section 6 of Tariff FCC No. 1. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service. (T)  
(T)

#### E9.4.5 BellSouth Directory Assistance Access Service Rearrangements

Nonrecurring charges apply for service rearrangements as set forth in Section 6 of Tariff FCC No. 1. The service rearrangement charges are as set forth in Section 6 of Tariff FCC No. 1 for the type of change provided by the Company. (T)  
(T)

#### E9.4.6 Credit Allowance for BellSouth Directory Assistance Service

- A. When the *BellSouth Directory Assistance* Access service location or *BellSouth Directory Assistance Access* equipment or terminals are out of service due to a Company equipment failure or an incorrect number is provided and a call has been connected to an automated *BellSouth Directory Assistance Access* service, a credit allowance equal to the amounts charged for a automated *BellSouth Directory Assistance Access* service Call as set forth in Section E9.5 will apply. (C)  
(T)  
(C)  
(T)

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## E9. BELLSOUTH DIRECTORY ASSISTANCE ACCESS SERVICE

### E9.4 Payment Arrangements (Cont'd)

#### E9.4.6 Credit Allowance for BellSouth Directory Assistance Access Service (Cont'd)

- B.** In addition to the credit as set forth in Section E9.4.6.A, when *BellSouth Directory Assistance Access* service or *BellSouth Directory Assistance Access* equipment provides an incorrect number for a call and the customer reports such occurrences to the Company, a credit allowance for such automated *BellSouth Directory Assistance Access* call will apply. When the customer reports such a call and the number requested, the number provided and the reason the number provided is incorrect, the number of calls for which a credit will apply will be developed by the Company in cooperation with the customer. The credit allowance is equal to the amounts charged for a automated *BellSouth Directory Assistance Access* service call as set forth in Section E9.5.3. (C)
- C.** When automated *BellSouth Directory Assistance Access* call is not completed due to the failure of automated *BellSouth Directory Assistance Access* service to *BellSouth Directory Assistance Access* locations, *BellSouth Directory Assistance Access* equipment or *BellSouth Directory Assistance Access* activities, a credit allowance for the *BellSouth SWA* service portion in the originating LATA of such automated *BellSouth Directory Assistance Access* call will apply. When the customer reports such a call and number dialed, time of the call and the date of the call, the number of calls for which a credit will apply will be developed by the Company in cooperation with the customer. The credit allowance is equal to the amounts charged for a automated *BellSouth Directory Assistance Access* service call as set forth in Section E9.5.3. (C)

### E9.5 Rate Regulations and Charges

#### E9.5.1 Rate Regulations

- A.** The automated *BellSouth Directory Assistance Access* service call charge, as set forth in Section E9.6, applies for each call to automated *BellSouth Directory Assistance Access* service. A call is a call which has been connected to automated *BellSouth Directory Assistance Access*. No charge applies if the automated *BellSouth Directory Assistance Access* service is unable to find the requested telephone number. The number of calls will be accumulated by Company measuring equipment. A credit for the provision of an incorrect telephone number will be applied as set forth in Section E9.4.6. (C)
- B.** The mileage for Directory Transport will be measured as set forth in Section 6 of Tariff FCC No. 1. Title Page notwithstanding, these two wire centers may be in different LATAs. (T)
- C.** The charges for Directory Transport are set forth in Section E9.5.3. (T)

#### E9.5.2 Rate Categories

- A.** There are three (3) rate categories which apply to automated *BellSouth Directory Assistance Access* service: (C)
- Directory Transport
  - Automated *BellSouth Directory Assistance Access* service Call
  - *BellSouth Directory Assistance Access* Interconnection

Additionally, nonrecurring charges may be applicable as specified in Section E9.5.3. (T)

1. **Directory Transport**  
The Directory Transport rate category provides for the transport facilities and termination between the customer's premises and the *BellSouth Directory Assistance Access* location. These rate elements are defined in Section E9.2.2. (T)
2. ***BellSouth Directory Assistance Access* service Call**  
The automated *BellSouth Directory Assistance Access* service Call rate category provides for the use of the Company automated *Directory Assistance* and automated *BellSouth Directory Assistance Access* equipment. (C)
3. ***BellSouth Directory Assistance Access* Interconnection**  
The *BellSouth Directory Assistance Access* Interconnection rate category provides for switching capability and network functions not assigned to other automated *BellSouth Directory Assistance Access* service rate categories. This charge is assessed to all customers and is applied on a per automated *BellSouth Directory Assistance Access* service call basis. (C)