

TARIFF DISTRIBUTION

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PURPOSE: This Guidebook update will removed all references to Calling Cards and Credit Cards used as such. Additionally, this filing will cleanup outdated references to DataPhone and SmartGate services.

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A1. DEFINITION OF TERMS

CONNECTING COMPANY

A Corporation, association, firm or individual, licensed and operating as a communications common carrier, owning and operating a toll line and/or one or more central offices providing local exchange service to the public and with whom the Company interchanges traffic. (T)

CONSTRUCTION CHARGE

A separate charge authorized for construction of pole lines, circuits, facilities, etc. (T)

CONSULTATION HOLD

An ESSX-1 or Centrex feature which permits a station user to hold an existing call while originating a new call for the purpose of consultation. After consultations, the initial call can be restored. This feature is available on incoming calls only, unless specified as Consultation Hold-All Calls.

(DELETED)

(D)

(DELETED)

(D)

CUSTOMER NETWORK MANAGEMENT (CNM) - ADMINISTRATIVE MANAGEMENT SERVICE

Customer Network Management (CNM) - Administrative Management Service provides customers a single point of access to other Company Network Management products, and provides the customer greater control and additional information about the network services they purchase from the Company.

CUSTOMER PROVIDED PUBLIC INMATE CALLING SERVICE (CPPICS)

Coin telephone access line service provided by the Company to non-Company public telephone providers for the exclusive use of inmates served within the confines of a penal, correctional or mental institution.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices, apparatus and their associated wiring, provided by a customer, which are used with the network control signaling unit or other station equipment furnished by the Company and does not include customer-provided communications systems.

DATA ACCESS ARRANGEMENT

A protective connection arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in A15.2.1.

DATA TRANSPORT SERVICE

See "FlexServ Service".

A1. DEFINITION OF TERMS

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES (MTS)

The furnishing of facilities for subscribers' communications on an individual message basis between rate centers.

1. Person-to-Person Call:

The Long Distance (MTS) service whereby the person originating the call specified to the Company operator or the communications assistant at the Tennessee Relay Center a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a PBX, ESSX-1 or Centrex attendant.

2. Station-to-Station Call:

The Long Distance (MTS) service where the person originating the call dials the number desired or gives to the Company operator or gives to the communications assistant at the Tennessee Relay Center the number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex, PBX or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which the number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex or PBX is listed and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX or Centrex attendant. (T)

Three classes of Station-to-Station service are offered as follows.

a. "Dial" is that Station-to-Station service in which a call is:

- (1) dialed by the customer,
- (2) billed to the originating number,
- (3) not originated from a pay telephone, and
- (4) completed without the assistance of a Company operator, except when an operator
 - records the originating telephone number where no automatic recording equipment is available,
 - reaches the called telephone number where facilities are not available for dial completion
 - places a call for a calling party who is identified as being handicapped and unable to dial the call because of the handicap, or
 - reestablishes a call which has been interrupted after the called number has been reached, or
 - assists in the completion of calls between hearing and speech impaired customers who use Telecommunications Devices for the Deaf (TDD) and users of ordinary telephones.

b. **(DELETED)**

(D)

(DELETED)

(D)

(DELETED)

(D)

A1. DEFINITION OF TERMS

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES (MTS) (Cont'd)

(T)

2. (Cont'd)

b. **(DELETED)**

(D)

(DELETED)

(D)

c. "Operator" is that Station-to-Station service other than "Dial". Operator Station-to-Station includes Station-to-Station calls which originate at a pay telephone.

(D)

LONG DURATION CALLS

Calls which last a duration of a minimum of two successive midnights. Long Duration Calls which are billed on a usage basis, will be subject to billing which additionally bills the call as a new call for each 24 hour period or fraction thereof, past the second midnight recorded.

A1. DEFINITION OF TERMS

REMOTE MODULES AND/OR REMOTE SYSTEMS

The term "Remote Modules and/or Remote Systems" (RM or RS) denotes small end offices which obtain their call processing capability from a Host Office. When an RM or RS has its own NXX, the RM or RS will be considered the central office or wire center for rating purposes. When an RM or RS shares the NXX of the Host Office, the Host Office will be considered the central office or wire center for rating purposes.

RINGING

There are three methods of signaling stations on party or multi-party line circuits:

- a. Code Ringing:
The method of signaling stations on a party or multi-party line circuit whereby the bells of all the stations on the circuit are rung whenever one station is signaled, signals of the respective stations being distinguished by a code made up of various combinations of short and long rings.
- b. Selective Ringing:
The method of signaling stations on a party line circuit, which permits a particular station to be signaled without ringing the bells of the other stations on the circuit.
- c. Semi-Selective Ringing:
The method of signaling stations on a party or multi-party line circuit whereby the bells of only a portion of the stations on a circuit are rung when one of the stations is signaled, signals of the respective stations being distinguished by a code made up of various combinations of short and long rings.

RINGMASTER SERVICE

This service will allow a subscriber to have up to three numbers associated with a single line. A distinctive ringing pattern is provided for each additional number to facilitate identification of incoming calls.

(T)
(T)

ROUTE MEASUREMENT

See "Mileage and Zone Charges"

SATELLITE CENTREX SERVICE

See "Centrex Service"

SECONDARY LOCATION

See "Centrex Service"

SECRETARIAL LINES

Extension or main station lines of patrons of a telephone answering bureau which terminate in telephone answering facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls on such lines.

SELECTIVE CLASS OF CALL SCREENING SERVICE

Service which restricts outgoing toll calls from station users to certain types of calls, such as those which are charged to the called number *or* a third number.

(D)

SEMIPRIVATE NUMBER

See "Non-Published" Number

(T)
(T)

A2. GENERAL REGULATIONS

A2.2 Limitations And Use Of Service (Cont'd)

A2.2.16 Tennessee Relay Center Restrictions (Cont'd)

- A. The following calls may not be placed through the Tennessee Relay Center: (Cont'd)
 - 3. Calls to other informational recordings
 - 4. Station sent paid calls from pay telephones
 - 5. Operator handled conference service and other teleconference calls**(DELETED)**
- B. The following calls may be placed through the Tennessee Relay Center but are not subject to discounts:
 - 1. Calls to 976 and 900 numbers

(D)

A3. BASIC LOCAL EXCHANGE SERVICE

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.3 Measured Rate Schedule (Cont'd)

- D. Time/Day Discount - A discount applies to the total computed charge for summarized calls originated during the time periods specified following. When application of a discount results in a fractional charge, the amount is rounded to the nearer whole cent.

	Rate Discounts and Application Periods						
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
8:00 AM to 5:00 PM ¹	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	60% Disc.	60% Disc.
5:00 PM to 11:00 PM ¹	35% Disc.	35% Disc.	35% Disc.	35% Disc.	35% Disc.	60% Disc.	35% Disc.
11:00 PM to 8:00 AM ¹	60% Disc.	60% Disc.	60% Disc.	60% Disc.	60% Disc.	60% Disc.	60% Disc.

Day Rate Period = Full Rate

Evening Rate Period = 35% Discount

Night and Weekend Rate Period = 60% Discount

- E. On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day the holiday rate applicable is the Evening rate, unless a lower rate would normally apply.
- F. Usage charges may be billed to numbers other than the measured service number. (D)
- G. Usage charges apply to operator assistance in addition to Operator Assisted Local Call surcharges (when applicable). Such calls are itemized on the subscriber's billing statement and are billed outside any applicable usage allowances for dialed sent paid calls. (D)

Note 1: To but not including.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.9 RegionServ Rate Schedule (Cont'd)¹

G. The following usage charges are applicable for all local calls and are based on airline mileage between wire centers. Wire center coordinates are specified in the National Exchange Carrier Association, Inc. F.C.C. Tariff No. 4.

Mileage Bands	Per Minute Charge
A (0-16 miles, existing local calling area described in A3.6 and intra-county greater than 16 miles)	\$.02
B (17-30 miles)	.05
C (Greater than 30 miles)	.10

H. Time/Day Discount - The preceding usage rates are peak period rates and apply from 8:00 AM to 8:00 PM, Monday through Friday (excluding holidays). Off-peak period rates apply to all other times and are rated at a fifty percent discount. When messages span more than one rate period, total charges for the minutes in each rate period are summarized and the results for each period are totaled to obtain the total message charge.

I. In addition to the local calling described in *paragraph A*, if any wire center in an exchange in the same LATA as the originating exchange is located within 40 miles of any wire center in the originating exchange, local calling will be provided from the entire originating exchange to the entire terminating exchange. (T)

J. Grouping rates for subscribers of RegionServ are described in A3.19.2.

K. Calls completed with operator assistance within the local calling area as described in A3.6.1 will be rated at the preceding usage charges in addition to the appropriate Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable usage cap. All other calls completed with operator assistance will be billed at the applicable Long Distance Message Telecommunications Service (MTS) charges described in Section A18. (D)

L. All rules and regulations that appear in other sections of this Guidebook apply unless otherwise stated herein.

Note 1: Effective May 1, 2013, RegionServ is obsolete for Residence customers.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.11 Area Plus Service

A. General

1. Area Plus service provides the features specified following including a flat rate access line. Touch-Tone Calling service is included in this service at no additional charge.
2. The rates specified herein for Area Plus service entitle a residence subscriber to unlimited calling to all exchange access lines in the local calling area as defined in A3.6.1, and in all other exchanges in the subscriber's LATA. The LATA for each exchange is indicated in A3.6.1, and the exchanges in each LATA are listed in A3.6.3.
3. Calls completed with automated calling cards or operator assistance within the local calling area as described in A3.6.1., will be billed the appropriate Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement. All other calls completed with operator assistance will be billed at the applicable Long Distance Message Telecommunications Service (MTS) charges described in Section A18. (D)
4. Subscribers to any of the Area Plus services receive a thirty percent discount on rates specified in A18.3.1.B.2.b.(1). This discount is applied after the appropriate time period discounts specified in A18.3.1.B.3 have been applied and after the calls have been aggregated to a monthly total. This discount applies to covered customer-dialed sent paid calls originated from the subscriber's service and to covered customer-dialed collect calls accepted by the subscriber to any of the Area Plus services, including the operator surcharges on these calls. The discount is applied on a per line basis to each call type after the calls have been aggregated to a monthly total. (D)
5. Residence customers may also subscribe to Area Plus service with the Complete Choice option. All services/features specified in A103.2.10 as available with Complete Choice service are available with these options of Area Plus service. Rules, regulations and limitations specified in A103.2.10 for Complete Choice service apply to these options of Area Plus service.¹
6. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Area Plus service with the Complete Choice option. Both plans offer grouping at no additional charge as specified in A103.2.10. All services/features specified in A103.2.10 as available with Complete Choice service are available with each line of a multi-line package. Rules, regulations and limitations specified in A103.2.10 for Complete Choice service apply to each line of a multi-line package with the Complete Choice option. All lines in each multi-line package must be billed to the same account and located at the same premises.¹
7. Service charges specified in Section A4. do not apply for a conversion of existing service to/from Area Plus service or Area Plus service with the Complete Choice option.
8. Existing customers of Area Plus service with the Complete Choice option can not take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in A103.2.10, unless specifically allowed by the terms of the special promotion.

B. Rates and Charges

1. The following monthly rates apply for Area Plus service
 - a. Individual line service
 - (1) Residence

	Suspend	Monthly	
	Rate	Rate	USOC
(a) Per line (without the Complete Choice option)	\$15.50	\$ 47.00	AT3
(b) Per line with the Complete Choice option	14.50	60.00	ARZPK ¹
(c) Per Two-Line Plan package with the Complete Choice option or Credit for two individual lines qualifying as Two-Line Plan package	29.00	93.95 -26.05	ALM2L ¹ CRD2P ¹
(d) Per Three-Line Plan package with the Complete Choice option	43.50	124.95	ALM3L ¹

Note 1: Complete Choice Obsolete 2-19-09 Type D (See Section A103)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.10 Local Exceptions (Cont'd)

A3.10.2 Morristown Area Calling Plan (Cont'd)¹

- H. Time/Day Discount - The preceding usage rates are peak period rates and apply from 8:00 AM to 8:00 PM, Monday through Friday (excluding holidays). Off-peak period rates apply to all other times and are rated at a 50 percent discount. When messages span more than one rate period, total charges for the minutes in each rate period are summarized and the results for each period are totaled to obtain the total message charge.
- I. In addition to the local calling described in *paragraph A*, if any wire center in an exchange is located within 40 miles of any wire center in the originating exchange, local calling will be provided from the entire originating exchange to the entire terminating exchange. The usage charges for Band G are applicable for inter-county distances greater than 40 miles. (T)
- J. Grouping rates are described in A3.19.2.
- K. Calls completed with operator assistance within the local calling area as described in A3.6.1 will be rated at the preceding usage charges in addition to the appropriate Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable usage allowances or caps. All other calls completed with operator assistance will be billed at the applicable Long Distance Message Telecommunications Service (MTS) charges described in Section A18. (D)
- L. All rules and regulations that appear in other sections of this Guidebook apply unless otherwise stated herein.

Note 1: Effective May 1, 2013, Morristown Area Calling Plan is obsoleted for Residence customers.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.14 Operator Assisted Local Calls And Local Calling Card Service Calls

This service is a Flex-Price service and is regulated under terms and conditions as described in A2.3.26.

A3.14.1 General

- A. When the caller requests operator assistance, and the call is completed within the local calling area, a service charge will be applied except as specified in A3.14.2.A.

A3.14.2 Application Of Charges

- A. The appropriate service charge for local operator assistance, as specified in A3.14.3, will be applied to each completed call except
 - 1. For calls to the Company for official business;
 - 2. For emergency calls to agency type numbers, such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations, and to any emergency medical number;
 - 3. When the caller identifies himself as being handicapped and unable to place the call due to his handicap; or
 - 4. When the caller advises he has had service trouble in reaching the terminating number
- B. The call may be billed to the originating individual line, third number, collect, or any other special Company-approved identification number. (D)

A3.14.3 Service Charges

- A. A service charge will be applied for each "completed" local operator assistance call as follows:

	Charge	USOC	
1. Station-to-Station			
(a) (DELETED)			(D)
(b) Operator	\$1.25	NA	
2. Person-to-Person			
(a) Each	5.00	NA	
B. The charge specified in paragraph 1 below, for Inmate Coin Service, will apply only to inmate calls. These calls are to be restricted to outgoing, collect, coinless generated calls made from Penal Institutions. The service charge will be applied for each "completed" local operator assistance call as follows:			
1. Station-to-Station			
(a) Operator (collect only)	.50	NA	

A3.15 Local Operator Verification/Interruption Service

A3.15.1 General

Verification Service provides operator assistance in determining if a called line is in use. Interruption Service provides for operator interruption of a conversation in progress on a called line. The customer may request these services for a charge, where facilities are available, by calling the "O" Operator.

A3.15.2 Application Of Charges

- A. The charges specified in A3.15.3 will apply to all requests except:
 - 1. Emergency requests from official emergency agencies when the request is received on an agency line from agency personnel.
 - 2. Emergency requests in which the caller identifies that the request is to
 - a. an official public emergency agency,
 - b. an emergency medical number, or
 - c. privately endowed and operated suicide, drug, alcohol, or runaway crisis reporting center.
 - 3. Requests in which the operator encounters a trouble condition or has reason to believe a trouble condition exists.
 - 4. Requests from railroad companies where loss of property, including loss of employee wages, is involved. For the interruption charge to be waived, a listing of numbers from which the interruptions originate must be on file with the Company prior to the call interruption.
- B. Verification: A charge applies each time the operator verifies a called line and hears voice communication.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.21 Multiline Service¹ (Cont'd)

A3.21.1 General (Cont'd)

- D. Regulations elsewhere in this *guidebook* pertaining to individual line or trunk measured rate service also apply to this service, except as modified herein. Specifically all conditions listed in A3.2.3 of this *guidebook* for other types of measured rate service apply to this service, except that the summarized total usage charges in excess of ten dollars per line or PBX Trunk for all dialed sent paid local calls will instead be reduced by 50 percent prior to the application of the monthly calling allowance. Bulk Usage Measured Rate Service may not be combined with other types of measured rate service on the same service account. (T)
- E. Rates apply in addition for all other related services furnished such as Flat Rate Grouping Service, Custom Calling Service, etc., and are in addition to the monthly rate and usage charges for Bulk Usage Measured Rate Service shown following.
- F. Local calls that are not dialed sent paid, i.e. operator assisted, etc., will be billed individually at the same measured rate service usage rates specified in A3.2 (including Time/Day usage provisions), in addition to any applicable Local Calling Card Service or Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable calling allowance or usage billing reductions for dialed sent paid local calls. (D)

Note 1: Where RegionServ is available, Multiline Service will not be available to new subscribers. Existing customers may modify or change their existing arrangement at their current location, but may not relocate existing arrangement to a different address.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.22 Local Usage Detail (LUD) (Cont'd)

A3.22.2 Rates And Charges (Cont'd)

- A.** The following charge applies for LUD: (Cont'd)

Charges for LUD are in addition to other applicable usage charges for local residence and business measured, residence and business RegionServ, or residence message rate service as specified in Section A3. LUD will be provided on a per-line basis except when a customer has multiple measured or RegionServ lines on the same service account for combined usage and allowance billing. One LUD listing is furnished for these accounts.

A3.23 Reserved For Future Use

A3.24 Local Directory Assistance Call Completion Service

A3.24.1 Description of Service

- A.** Local Directory Assistance Call Completion (DACC) is an optional service provided to users of Local Directory Assistance (DA) Service. When dialing (411), Local DA customers may choose to have the number they are requesting dialed by the DA System.
- B.** The service is available to Business and Residence customers except as limited in A3.24.4.
- C.** Individual message detail is not included as a part of this service.
- D.** The service is available only where billing and network capability exists.
- E.** Customers may request blocking of DACC calls originating from their lines by contacting the local Company business office.

A3.24.2 General Regulations

- A.** The service is not subject to concessions.

A3.24.3 Use of the Service

- A.** The service is furnished subject to all applicable regulations in Section A2.

A3.24.4 Limitations of Service

- A.** The service is not available for the following classes of service call categories:
1. UniServ DA number requests
 2. Any Special Line Class Codes
 3. 976 DA number requests
 4. Mobile Telephone Users
 5. Alternately Billed Calls; e.g., Collect or Billed to Third Number (D)
 6. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC
 7. Calls from tandems where the end user cannot be identified
 8. Calls from *AT&T* and IPP Coin Stations (T)

A3.24.5 Application of Charges and Exemptions

- A.** The charges specified in A3.24.6 will be applicable to all subscribers, except as specified in paragraph C.
- B.** Chargeable Calls
1. For charging purposes, a DACC completed call is as defined in Section A1.
- C.** Subscribers who have applied for and received Company certification for exemption from Directory Assistance charging due to a visual or physical disability of the subscriber or of a person living at the subscriber's residence on a permanent basis, as detailed in A3.13.2.B are also exempt from DACC charging. Subscribers who are exempt from DACC charging are assessed any and all applicable toll and/or long distance charges associated with a call completed. The charging exemption applies only to the DACC service provided by the Company's Directory Assistance system and not to any long distance service provided.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.24 Local Directory Assistance Call Completion Service (Cont'd)

A3.24.6 Rates and Charges

- A. Service Charges
 - (1) Directory Assistance Call Completion Charge
 - (a) Charge Per Completed Call

Rate	USOC
\$0.00	NA

A3.25 Directory Assistance/Directory Assistance Call Completion Service

A3.25.1 Description of Service

- A. Directory Assistance/Directory Assistance Call Completion (DA/DACC) provides the subscribing customer a local exchange subscriber number and local call completion to the number provided, if requested, given a listed name and address.
- B. DA/DACC is for use by Mobile Service Providers (MSPs) only, except as limited in A3.25.4.
- C. DA/DACC is provisioned via a dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Serving Office (MTSO) and the Company location where DA/DACC is provided.
- D. DA/DACC is available only where billing and terminal capability exists.
- E. Access to call detail records is included as a part of this service.

A3.25.2 General Regulations

- A. The subscribing DA/DACC Mobile Service Provider (MSP) must make arrangements with the Company for provision of dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Serving Office (MTSO) and the Company location where DA/DACC is provided. Such interconnect may be obtained as referenced in Section A35.

A3.25.3 Use of the Service

- A. The service is furnished subject to all applicable regulations in Section A2.

A3.25.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
 1. (DELETED)
 2. 976 DA number requests
 3. Residence and Business Customers
 4. Alternately Billed Calls; e.g., Billed to Third Number

(D)

A3.25.5 Application of Charges

- A. Charges specified in A3.25.6 will apply each time the subscriber receives a requested local exchange subscriber number.

A3.25.6 Rates and Charges

- A. Service Charges
 - (1) DA/DACC Charge
 - (a) Per local exchange subscriber number provided

Rate	USOC
\$.45	NA

A3. BASIC LOCAL EXCHANGE SERVICE

A3.26 Network Access Service

A3.26.1 General

- A. Network access may be provided on a bulk usage measured rate basis for those customers subscribing to LightGate service, MegaLink channel service, or FlexServ service. Network access is only provided on a bulk usage measured rate basis for those customers subscribing to MegaLink ISDN service. The charges in A3.26.2 are applicable only on those lines, trunks, or Network Access Registers (NAR) provided for local network access. (T)
- B. When the facility portion of an ESSX service main station line is provided on LightGate service, FlexServ service or MegaLink channel service, network access will be provided at the following charges for ESSX service NAR Bulk Usage Measured Rate Service. These rates replace those described in A3.12.
- C. Foreign Exchange Service, when provided for use with LightGate service, MegaLink channel service, FlexServ service or MegaLink ISDN service, will be furnished on a bulk usage basis and billed the bulk usage measured rate following.
- D. The following usage regulations will apply for all dialed sent paid local calls for each line, trunk, or NAR provided for local network access.
 - 1. Usage charges will be billed at the measured service usage rates described in A3.2.3.C., or at the usage rates described in A3.2.9 where RegionServ is available.
 - 2. Summarized total usage charges will be reduced by 50 percent prior to the application of the usage allowance. Time/Day discounts described in this section do not apply.
 - 3. A usage allowance of \$20 is applicable for calls terminating in Bands A and B for measured service subscribers or Band A for RegionServ subscribers.
 - 4. Total billed usage charges above the allowance will not exceed \$20.00 per line, trunk or NAR for calls terminating in Bands A and B for measured service subscribers or Band A for RegionServ subscribers. This regulation does not apply to resold services, with the exception of hospitals.
- E. Local calls that are not dialed sent paid, i.e., operator assisted, mechanized calling card, etc., will be billed individually at the same Measured Rate Service Usage Rates specified in A3.2.3 or A3.2.9 where RegionServ is available (including Time/Day usage provisions), in addition to any applicable Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable calling allowance or usage billing reductions for dialed sent paid local calls. (D)
- F. When individual lines or trunks are provided in addition to LightGate service, MegaLink channel service, FlexServ service or MegaLink ISDN service, they are provided at the rates stated in A3.26.2. These rates include the usage allowance referenced in D.3., and an exchange access line. All other regulations stated in *paragraph D* are applicable. Bulk Usage Measured Rate Service on LightGate service, MegaLink channel service, FlexServ service or MegaLink ISDN service cannot be mixed with any other measured or flat rate local exchange service. (T)
- G. If grouping service is desired on Network Access Service appropriate grouping charges as described in A3.19.2 apply.
- H. All rules and regulations that appear in other sections apply unless otherwise stated herein.

A3.26.2 Rates And Charges

- A. Network Access Service - MegaLink channel service - Local Measured Service¹
 - 1. Bulk Usage Measured Rate Service, per line or trunk

	Monthly	
	Rate	USOC
(a) Inward only	\$22.79	NNW1X
(b) Outward only	22.79	NNWOX
(c) Both way	22.79	NNWCX

Note 1: Where RegionServ is available, Measured Rate Service is converted to RegionServ and Measured Rate Service is no longer available. See A3.1.E.

A4. SERVICE CHARGES

A4.2 Application of Charges (Cont'd)

A4.2.5 Premises Work Charge Application

- A. The appropriate Line Connection Charge, Secondary Service Charge or Line Change Charge applies in addition to the Premises Work Charge.
- B. Premises Work Charges apply per customer request, per Company employee performing billable work on the customer's premises. The sum of their time is used to determine the number of fifteen minute increments to be billed. Only one initial increment is to be billed per customer request except when the customer specifically requests more employees than the Company would normally dispatch. Where additional employees are specifically requested by the customer, the initial increment charge will also apply per additional Company employee specifically requested.
- C. Premises Work Charges apply:
 1. For, but not limited to, rearrangement of drop wire, protector and/or network interface.
 2. As required for Trouble Determination.
- D. The charge for a Network Interface jack applies in addition to the appropriate Premises Work Charges for installing a Network Interface at the customer's request on existing service.
- E. The customer may request an estimate before ordering work done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed is based on the actual billable time necessary to complete the request.

A4.2.6 Service Charge Exceptions

- A. Service Charges do not apply for:
 1. Changing from Touch-Tone Service to Rotary-Dial Service, or vice versa.
 2. Changing from a private or semiprivate listing to a listed number.
 3. Changing the primary listing of a residence customer to the name of the remaining spouse in the event of death or divorce of the spouse currently listed.
 4. Changes in grade of service, e.g., from two-party to one-party.
 5. Changing to and from flat, message or measured rate basic local service (including Complete Choice Service, Area Plus Service, and Area Plus Service with the Complete Choice Option). This includes changing from one measured service option to another. This does not include a change from residence service to business service or vice versa.
 6. Converting existing service to Lifeline.
 7. The move from a premises which has been destroyed or made un-tenantable by a disaster such as a tornado, fire, flood, etc., when equivalent service is established, to the new/temporary location or for the move back into the original location.
 8. Changing numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service. (T)
 9. **(DELETED)** (D)
 10. Requests for full or partial disconnection.
 11. Requests to add Customized Code Restriction Option 4.
 12. Requests to establish an Optional Calling Plan, except WatsSaver service.
 13. Upgrades from Back-Up Line service to business individual line service or ISDN service.
- B. When a customer's request is provided:
 1. In accordance with a promotional waiver, additional service subject to an equal or lesser Service Charge may be made a part of the same service order. Charges for Line Connection, Line Change, or Premises Work may apply for additional service.
 2. In accordance with the Service Charge exceptions listed in A4.2.6, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.

A7. COIN TELEPHONE SERVICE

A7.4 Access Line Service For Customer-Provided Public Telephones (Cont'd)

A7.4.7 Customer Provided Public Inmate Calling Service (CPPICS) (Cont'd)

- D.** (Cont'd)
5. Shall be arranged to allow only 0+ collect calls for local, intraLATA, and interLATA calls and to block all other calling including, but not limited to, local direct, third number, 1+ sent Paid, 0+ sent paid, 0- sent paid, all 0-, 700, 800, 900, 976, 950, 911, and 101XXXX. Where, however, the customer provided stations can block additional digit dialing after initial call setup, 1+ long distance and seven digit local calling may be permitted. (D)
 6. May be arranged for seven digit sent paid local calling and for 0+ collect calling for intraLATA and interLATA calling.
 7. May be arranged to limit individual inmate calls to approved numbers. (T)
 8. May be arranged to block access to certain telephone numbers.
 9. At the request of the facility administrator, call detail information, such as date and time of call, duration of calls, and called and calling numbers, may be furnished to the facility where prison authorities stipulate such information appropriate in preventing or identifying abuse or unlawful use of service and where the prison authorities stipulate that the provision of such information is not in violation of any federal, state or local laws, regulations or orders. (T)
- E.** Rates and charges for access line service for CPPICS are provided in A7.4.5.
- F.** Except as modified herein, applicable terms, conditions and requirements as set forth elsewhere in A7.4 for customer provided public telephones will apply to CPPICS.
- G.** A notice shall be conspicuously displayed near CPPICS telephones which notifies inmates that the prison facility may monitor, time and restrict service from such telephones and that information, such as date and time of call, duration of call, and originating and terminating number, may be furnished to the facility, and further, that the use of these telephones constitutes consent to this service.

A7.5 Reserved For Future Use

A7.6 Reserved For Future Use

A7.7 Reserved For Future Use

A7.8 (DELETED)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Toll Trunks (Toll Terminals) (Cont'd)

A13.14.1 General (Cont'd)

- A. (Cont'd)
- 2. Route all toll calls to an operator for completion. (D)
- B. A toll trunk may be arranged, at the customer's request, for Selective Class of Call Screening Service, as outlined in Section A13. This service enables a customer, by means of an operator, to restrict outgoing toll calls from station line users to certain types of calls such as those which are charged to the called number *or* a third number. (T) (D)
- C. Regulations
 - 1. Connections will not be established between a toll trunk and exchange station lines or other toll trunks in the exchange area where the toll trunk is located.
 - 2. Toll trunks are furnished only to customers who have local exchange service concurrently. Also, all local calls and calls to certain Company numbers such as repair service, Public Emergency Service (911), etc. will be permitted from the customer's establishment only on regular exchange service facilities of the customer.
 - 3. Outward connections only will be established from a toll trunk.
 - 4. Service arrangements, requested by the customer, in excess of the intent of this *guidebook* may be provided at charges based on cost. (T)
 - 5. This service is furnished only where facilities permit. (D)

(DELETED)

A13.14.2 Rates And Charges

- A. The monthly rate is equivalent to the Business Individual Line Flat Rate in the local calling area containing the customer's premises.

	Monthly Rate	USOC	
1. Per automatic toll trunk			
(a) Each	-	TTTXA	
2. Per direct toll trunk			
(Same as 1.(a))			
(a) Each	-	LD2	(T)

A13.15 Reserved For Future Use

A13.16 (DELETED)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.20 Call Screening And Restriction Services - Customized Code Restriction (CCR)

This service is a Flex-Price service and is regulated under terms and conditions as described in A2.3.26. (T)

A13.20.1 General

Customized Code Restriction is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. It is offered with options containing various sets of codes to be restricted, and is available to basic exchange customers with individual line residence or business service or PBX trunks in either flat, message or measured rate service environments.

A13.20.2 Regulations

- A. Customers may subscribe to whichever option meets their needs, but only one option may be provided on a line/trunk or group of lines/trunks. Also, options of this service may not be combined with Selective Class of Call Screening in A13.12. or Toll Trunks specified in A13.14. These regulations do not apply to Option #5 which may be provided with other CCR Options.
- B. CCR is furnished only from central offices equipped to provide this service and where facilities permit.
- C. When CCR is provided from central offices other than the customer's normal serving central office, Foreign Central Office or Foreign Exchange charges as specified in Section A9., whichever is appropriate, will apply to all lines/trunks equipped with this service. (T)
- D. CCR does not provide restriction of non-chargeable calls to Company numbers, such as repair service, public emergency service numbers (911), or toll free 1+8XX calling. (D)
- E. Subscribing to CCR does not relieve customers of responsibility for calls charged to their numbers.
- F. Customers who subscribe to CCR options which restrict operator access have the responsibility to notify all users of their service that an operator cannot be reached.
- G. The Company shall not be liable to any person for damages of any nature or kind arising out of, or resulting from, or in connection with the provision of this service, including without limitation, the inability of station users to access the operator for any purpose, or any other restricted codes.
- H. CCR - Options

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.

1. Option #1
1+, 0-, 0+, 00-, (1+/0+) 411, NPA 900, Intl 01, IDDD 011+, 101XXXX, LD 555-1212
2. Option #2
 - a. Restricted Codes
0-, 0+, 00-, Intl 01, 101XXXX operator
 - b. Restricted Codes
0-, 0+, 00-, Intl 01, 101XXXX operator, IDDD 011+, IDDD 101XXXX+011+
3. Option #3 Restricted Codes
1+, 0-, 0+, 00-, NPA 900, Intl 01, IDDD 011+, 101XXXX, LD 555-1212
4. Option #4
 - a. Restricted Codes
NPA 900
 - b. Restricted Codes
NPA 900, IDDD 011+, IDDD 101XXXX+011+
5. Option #5 Restricted Codes for business customers only
101XXXX

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service

A13.79.1 General

- A.** 211 Dialing Service ("211") is a three digit local dialing arrangement available in specified areas, with the Company for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211, adopted by the FCC in rulemaking proceeding CC Docket 92-105. (T)
- B.** 211 is available in *AT&T* Territory only. To provide access to a 211 number to end users in an independent company territory or to a competitive local exchange companies (CLEC) end user within the local calling area, the 211 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. (T)
- C.** The Local Calling Area of the 211 subscriber will be the Basic Local Calling Area as defined in A3.6, 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 number in the merged local calling area. (T)
- 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. (T)
- G.** Directory Listings may be provided for 211 at rates and regulations as specified in Section A6. (T)
- 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, Collect Calls) (D)
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A
- In addition, operator assisted calls to the 211 subscriber will not be completed.
- I.** The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly.
- J.** An "affiliate" of a 211 subscriber is any entity that directly or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 211 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 211 subscriber becomes an affiliate of or is acquired by another 211 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 211 number within 6 months of the merger or acquisition.
- 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. (T)
- 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. The announcement provided may refer the caller to another number. (T)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

A13.80.1 General

- A. 711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all relay service entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105 assigned 711 dialing code for nationwide access to TRS entities, to be implemented not later than October 1, 2001
- B. 711 is available from *AT&T* in *AT&T* Territory only. To provide access to a 711 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with the independent company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711. (T)
- C. This service is subject to the availability of the 711 dialing code.
- D. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- E. Limitations and use of service as stated in Section A2. (T)
- F. Directory Listings may be provided for 711 at rates and regulations as specified in Section A6. of this Tariff.
- G. Access to 711 is not available to the following classes of service:
 - Hotel/Motel/Hospital Service (toll call only)
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls) (D)
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A
 In addition, operator assisted calls to the 711 will not be completed.
- H. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
- I. An "affiliate" of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the TRS entity. 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.

A13.80.2 Service Requirements and Conditions

- A. Requests for 711 Dialing Code must be submitted in writing to the Tennessee Regulatory Authority, for the assignment of the 711 code.
- B. The Company will implement the TRS entity's request within a reasonable time, given the complexity of the order. (D)
If, during or at the end of the provisioning period, the TRS entity has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the number will be considered available for reassignment as specified in *paragraph A*. (T)
- C. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulating entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is affected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telephone relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate rates for the establishment of the new access arrangement. (T)
- D. Only one 10-digit toll free number may be used as the lead number per basic local calling area.
- E. The 711 Dialing Code is provided where facilities permit.
- F. TRS entity should work separately with cellular companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- G. TRS entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.

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, with *the* Company, 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. (T)
- B. 511 is available from *AT&T* in *AT&T* Territory only. To provide access to 511 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the 511 subscriber must make appropriate arrangements with the independent company or CLEC 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. (T)
- C. The Local Calling Area of the 511 Service subscriber will be the basic Local Calling Area defined in A3.6, 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. (T)
- D. This service is furnished 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. (T)
- G. Directory Listings may be provided for 511 at rates and regulations as specified in Section A6. (T)
- H. Access to 511 is not available to the following classes of service:
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls) (D)
 - 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 six (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. (T)
- L. Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of sixty (60) days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another number. (T)

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 *the* 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. (T)
- B. 311 is available from *AT&T* in *AT&T* 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. (T)
- 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 *AT&T* on a “first come, first served” basis. (T)
- 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. (T)
- G. Directory Listings may be provided for 311 for Non-Emergency Municipal Use at rates and regulations as specified in Section A6. (T)
- 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) (D)
 - 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. (D)
- 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. The announcement provided may refer the caller to another number. (D)

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, Collect Calls)
- 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 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 service or plant. (D)
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. The announcement provided may refer the caller to another number. (T)
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.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.1 Application

- A. This Guidebook applies to Long Distance Message Telecommunications Service (MTS) furnished or made available by the Company and its connecting companies, over facilities within the state of Tennessee, between two or more points within the state of Tennessee where the respective rate centers of such points also are located within the same LATA in said state.

A18.2 General

- A. Long Distance Message Telecommunications Service is that of furnishing facilities for communications between stations in different rate centers for either two-point or conference service.
- B. Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in A18.5.
- C. Customer or Other Common Carrier-provided terminal equipment or system may be used with facilities furnished to the customer by the Company for Long Distance MTS as specified in Section A15.
- D. Long Distance MTS is provided for use by the Customer and may be used by others when so authorized by the Customer. Use of the service is subject to regulations in Section A2., with the exception of A2.2.1.A. and A2.2.1.B., which restrict the use of service and prohibit payment to the Customer by another for use of the service.

A18.3 Two-Point Service

This service is a Flex-Price service as defined under terms and conditions as described in A2.3.26.

A18.3.1 Service Between Land Wire Stations - Residence

- A. Classes Of Service
Service is offered to residential customers on a Station-to-Station basis, as either Dial, or Operator, or on a Person-to-Person basis. These four classes of calls are defined in Section A1., Definition of Terms. (D)
- B. Rates And Charges
 - 1. Charges for each Long Distance MTS message between any two points within the state are determined as follows:
 - a. First minute and additional minute rates for all messages are specified in the Basic Rate Schedule table in A18.3.1.B.2.
 - b. If a connection is established in a reduced rate period, the Basic Rate Schedule charges are discounted, as specified in A18.3.1.B.3.
 - c. For any Dialed Calling Card Station, Operator Station, or Person-to-Person message, the Service Charge specified in A18.3.1.B.3 is added to the Basic Rate Schedule charge.
 - 2. Basic Rate Schedule (Day Rate Period)
 - a. The following table contains the first minute and additional minute rates for the Day rate period for all call classes. These rates are based on chargeable time (duration) of the message, as specified in A18.3.1.C and the airline mileage between the rate centers of the two stations connected, as specified in A18.5.

	Initial Minute	Additional Minutes, Each Or Fraction Thereof	USOC
(1) Rate Mileage			
(a) 1-10 miles	\$.35	\$.35	NA
(b) 11 - 16 miles	.35	.35	NA
(c) 17 - 22 miles	.35	.35	NA
(d) 23 - 30 miles	.35	.35	NA
(e) 31 - 40 miles	.35	.35	NA
(f) 41 - 55 miles	.35	.35	NA
(g) 56 - 70 miles	.35	.35	NA
(h) 71 - 85 miles	.35	.35	NA
(i) 86 - 100 miles	.35	.35	NA
(j) 101 +	.35	.35	NA

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.3 Two-Point Service (Cont'd)

A18.3.1 Service Between Land Wire Stations - Residence (Cont'd)

B. Rates And Charges (Cont'd)

3. Rate Periods and Rate Discounts (Cont'd)

- c. No discount applies for a message which is established in the Day rate period.
- d. When a message spans more than one rate period, the rate in effect at the time the connection is established applies.

4. Service Charges

- a. For any message in the call classes listed following, add the Service Charge shown following to the total Basic Rate Schedule charge. Discounts do not apply to the Service Charges.

	Charge	USOC	
(1) Station-to-Station			
(a) (DELETED)			(D)
(b) Operator	\$1.25	NA	
(2) Person-to-Person			
(a) Each	5.00	NA	
b. The charge specified in paragraph (1), for Inmate Coin Service, will apply only to inmate calls. These calls are to be restricted to outgoing, collect, coinless generated calls made from Penal Institutions. The service charge will be applied for each "completed" toll operator assistance call as follows:			(T)
(1) Station-to-Station			
(a) Operator (collect only)	.50	NA	

C. Timing Of Messages

- 1. First minute rates given in the rate schedule in A18.3.1.B.2., are for connections of one minute or any fraction thereof. All additional minute rates given in the rate schedule in A18.3.1.B.2 are for each additional minute of any fraction thereof that the connection continues beyond the first minute.
- 2. The time when the connection is established determines the applicable rate period. The time observed at the rate center of the calling station applies, whether the call is originated as sent-paid or collect.
- 3. On all Station-to-Station calls, chargeable time begins when connection is established between the calling telephone and the called telephone, Miscellaneous Common Carrier mobile radio system or PBX system.
- 4. On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.
- 5. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the network or by the Company operator. (T)
- 6. Chargeable time does not include time lost because of faults or defects in the service.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**A18.3 Two-Point Service (Cont'd)****A18.3.1 Service Between Land Wire Stations - Residence (Cont'd)****D. Reversal Of Charges (Collect Calls)**

1. Collect calls are permissible for all calls provided the charges are accepted at the called station. When a collect call is attempted to a pay telephone, the charges must be billed to a third party number, or the call may be re-originated from the called station. (D)
2. The regularly established Operator Station-to-Station or Person-to-Person rates apply.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.3 Two-Point Service (Cont'd)

A18.3.4 Reserved For Future Use

A18.3.5 Service Through Miscellaneous Common Carriers

- A. Service is available to and from customers of a Miscellaneous Common Carrier with which arrangements have been made for the interchange of telephone traffic and is furnished through interconnecting equipment and local connecting facilities provided by the Company.
- B. The rates between the applicable wire rate center and the rate center of the Miscellaneous Common Carrier are the rates set forth in this *guidebook* for two-point service. The rate center of the Miscellaneous Common Carrier is the wire rate center of the Company serving exchange. An additional charge which the Miscellaneous Common Carrier bills to and collects from its customer is applicable to the remainder of the haul as set forth in the Miscellaneous Common Carrier's tariff on file with the Tennessee Public Service Commission. (T)

A18.3.6 Optional Calling Plans

Regular message toll charges do not apply to Optional Calling Plan calls as covered in Section A20. (T)

A18.3.7 Reserved For Future Use

A18.3.8 Service Between Land Wire Stations - Business

- A. Classes Of Service

Service is offered on a Station-to-Station basis, as either Dial, Dial Calling Card, or Operator, or on a Person-to-Person basis. These four classes of calls are defined in Section A1., Definition of Terms.
- B. Rates And Charges
 - 1. Charges for each Long Distance MTS message between any two points within the state are determined as follows:
 - a. First minute and additional minute rates for all messages are specified in the Basic Rate Schedule table in *paragraph* (T)
 - 2.
 - b. If a connection is established in a reduced rate period, the Basic Rate Schedule charges are discounted, as specified in *paragraph* 3. (T)
 - c. For any Operator Station or Person-to-Person message, the Service Charge specified in *paragraph* 4 is added to the Basic Rate Schedule charge. (D)
 - 2. Basic Rate Schedule
 - a. The following table contains the first minute and additional minute rates for the Day rate period for all call classes. These rates are based on chargeable time (duration) of the message, as specified in C., and the airline mileage between the rate centers of the two stations connected, as specified in A18.5. (D)

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.3 Two-Point Service (Cont'd)

A18.3.8 Service Between Land Wire Stations - Business (Cont'd)

B. Rates And Charges (Cont'd)

4. Service Charges

- a. For any message in the call classes listed following, add the Service Charge shown, to the total Basic Rate Schedule charge. Discounts do not apply to the Service Charges. (T)

	Rate	USOC	
(1) Station-to-Station			
(a) (DELETED)			(D)
(b) Operator	\$2.50	NA	
(2) Person-to-Person			
(a) Each	5.00	NA	

- b. The charge specified in *paragraph* (1), for Inmate Coin Service, will apply only to inmate calls. These calls are to be restricted to outgoing, collect, coinless generated calls made from Penal Institutions. The service charge will be applied for each "completed" toll operator assistance call as follows: (T)

	Charge	USOC
(1) Station-to-Station		
(a) Operator (collect only)	\$.50	NA

C. Timing Of Messages

- 1. First minute rates given in the rate schedule in A18.3.8.B.2., are for connections of one minute or any fraction thereof. All additional minute rates given in the rate schedule in A18.3.8.B.2 are for each additional minute of any fraction thereof that the connection continues beyond the first minute.
- 2. The time when the connection is established determines the applicable rate period. The time observed at the rate center of the calling station applies, whether the call is originated as sent-paid or collect.
- 3. On all Station-to-Station calls, chargeable time begins when connection is established between the calling telephone and the called telephone, Miscellaneous Common Carrier mobile radio system or PBX system.
- 4. On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.
- 5. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the network or by the Company operator. (T)
- 6. Chargeable time does not include time lost because of faults or defects in the service.

D. Reversal Of Charges (Collect Calls)

- 1. Collect calls are permissible for all calls provided the charges are accepted at the called station. When a collect call is attempted to a pay telephone, the charges must be billed to a calling card or third party number, or the call may be re-originated from the called station. (T)
- 2. The regularly established Operator Station-to-Station or Person-to-Person rates apply.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.11 Reserved For Future Use

A18.12 Reserved For Future Use

A18.13 Reserved For Future Use

A18.14 Toll Directory Assistance Call Completion Service

A18.14.1 Description of Service

- A. Toll Directory Assistance Call Completion (DACC) is an optional service provided to users of Toll Directory Assistance (DA) Service. When dialing (555-1212), Toll DA customers may choose to have the number they are requesting dialed by the DA System.
- B. The service is available to Business and Residence customers except as limited in A18.14.4.
- C. Individual message detail is not included as a part of this service.
- D. The service is available only where billing and network capability exists.
- E. Customers may request blocking of DACC calls originating from their lines by contacting the local Company business office.

A18.14.2 General Regulations

- A. The service is not subject to concessions.

A18.14.3 Use of the Service

- A. The service is furnished subject to all applicable regulations in Section A2.

A18.14.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
 1. UniServ DA number requests
 2. Any Special Line Class Codes
 3. 976 DA number requests
 4. Alternately Billed Calls; e.g., Collect or Billed to Third Number (D)
 5. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC
 6. Calls from tandems where the end user cannot be identified
 7. Calls from **AT&T** and IPP Coin Stations (T)

A18.14.5 Application of Charges and Exemptions

- A. The charges specified in A18.14.6 will be applicable to all subscribers, except as specified in paragraph C.
- B. Chargeable Calls
 1. For charging purposes, a DACC completed call is as defined in Section A1.
- C. Subscribers who have applied for and received Company certification for exemption from Directory Assistance charging due to a visual or physical disability of the subscriber or of a person living at the subscriber's residence on a permanent basis, as detailed in A3.13.2.B are also exempt from DACC charging. Subscribers who are exempt from DACC charging are assessed any and all applicable toll and/or long distance charges associated with a call completed. The charging exemption applies only to the DACC service provided by the Company's Directory Assistance system and not to any long distance service provided.

A18.14.6 Rates and Charges

- A. Service Charges
 - (1) Directory Assistance Call Completion Charge

(a) Charge Per Completed Call	Rate \$0.00	USOC NA
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A20. OPTIONAL CALLING PLANS

A20.1 General

A20.1.1 Description Of Service

Optional Calling Plans are specially designed inter-city measured calling plans applicable to intrastate dial station-to-station long distance calls placed during the service period as prescribed in the plans defined *herein*. All other long distance calls will be billed as regular long distance calls. All offerings are restricted to designated exchange subscribers located within the State of Tennessee. An optional calling plan charge applies for each group billed exchange line over which the subscriber has access to place calls which are subject to such a plan. (T)

A. (DELETED)

B. (DELETED)

C. (DELETED)

D. (DELETED)

E. Saver Service (T)

1. Saver service is a set of specially designed toll Optional Calling Plans applicable to intrastate intraLATA long distance calls originated and terminated in the customer's home state. (T)

2. Individual message detail is included as part of this service.

3. The service is offered in connection with outward customer dialed station-to-station calling plus automated or operator assisted station-to-station, person-to-person, collect or bill to third party calls which are billed to the customer's account. Saver service discounts only apply to the message toll rates associated with such calls. (D)

4. The service is available in connection with individual line, PBX, Centrex Type Services and Remote Call Forwarding (RCF) Service except as specified in *paragraph 6*. (T)

5. The service is offered on an account basis only.

6. The service is not available for use with IntraLATA Only Outward WATS and Combined Outward WATS in Section A19, Mobile Telephone Service, Dormitory Communications Service, and Long Distance Trunk Service. (T)

7. Resale or shared use of Saver service is permitted. Use of the service is subject to regulations in this Section and in Section A2., with the exceptions of A2.2.1.A. and A2.2.1.B., which restrict the use of service and prohibit payment to the customer by another for use of the service. (T)

8. Two-Way WatsSaver service is offered in connection with outward dialed calling as described in *paragraph 3*, and with inward customer dialed station-to-station calling. By subscribing to Two-Way WatsSaver service, the customer agrees to be responsible for all outward toll calls (as described in *paragraph 3*) and all incoming intrastate, intraLATA toll calls. The service is offered only where facilities and billing capabilities exist. (D)

A20.1.2 Reserved For Future Use

A20.2 General Regulations

A20.2.1 Liability Of The Company

Adjustments for any reason will not be applicable on Optional Calling Plan Service until the subscriber has used a minimum usage allowance applicable to the given service within a billing cycle month.

A20.2.2 Limitation Of Service

A. Offering of Optional Calling Plan Service is subject to the availability of facilities and/or billing capability as determined by the Company. Due to billing restrictions, the following additional limitations also apply:

1. (DELETED)

2. (DELETED)

3. (DELETED)

A20. OPTIONAL CALLING PLANS

A20.2 General Regulations (Cont'd)

A20.2.2 Limitation Of Service (Cont'd)

A. (Cont'd)

4. With the exception of Saver service as specified in A20.1.1.E., plan usage time is accumulated by completed calls in tenths of minutes, any fraction counting as a tenth, and with a minimum connection time applicable of one minute. Usage time for any given billing month on two-way plans will be accumulated based on when usage data for calls in the reverse direction are available for computer processing rather than the date when made.
5. Itemization of calls made under an Optional Calling Plan is not furnished; only a summary of total minutes of use as necessary for billing is provided. Individual message detail is included with Saver service and the Custom Rate Plan.
6. A customer may not subscribe to more than one Optional Calling Plan that covers the same time period and geographical area.
7. Except for Saver service, as specified in A20.1.1.E., and Custom Rate Plan as specified in A20.3.9, Optional Calling Plans do not include automated or operator-serviced person-to-person, collect, conference or other calls requiring operator handling. For all Optional Calling Plans, an operator will:
 - a. Reach the called number, when the customer reports making an unsuccessful attempt for reasons other than a busy, don't answer or wrong number condition, or (T)
 - b. Re-establish a call which has been interrupted by cut-off or poor transmission after the called number has been reached.
8. Saver Service is only available to subscribers originating calls from exchange service provided by a Company central office switch.

- ##### B.
- Application of billing commences the day the Optional Calling Plan Service is provided and ends with termination of such service.

A20.2.3 Use Of Service

The service is furnished subject to regulations in Section A2., including those regulations which restrict use of the service to communications in which the customer has a direct interest and prohibit payment to the customer by another for use of the service, except as specified in A20.1.1.E. (T)

A20.2.4 Minimum Contract Period

The minimum contract period is one month except as specified in Section A6., when a two-way subscriber has a foreign listing printed in the distant directory which indicates no charge applies for direct dialed calls to his number.

A20.2.5 Reserved For Future Use

A20.2.6 Suspension Of Service

With the exception of Saver service, service will be suspended for causes other than those enumerated in Section A2., only as a result of the suspension of the service with which associated. (T)

A20.2.7 Reserved For Future Use

A20.2.8 Concessions

Optional Calling Plans are not subject to concessions.

A20.2.9 Reserved For Future Use

A20.2.10 Reserved For Future Use

A20.2.11 Nonrecurring Charges

- ##### A.
- Service Charges as specified in Section A4 apply, as appropriate.

A20. OPTIONAL CALLING PLANS

A20.3 Rates (Cont'd)

A20.3.8 Saver Service Options (Cont'd)

F. Aggregated Plan - 110 -, 250 - and 500 Hour Options - Two-Way¹ (Cont'd)

5. Minimum Monthly Settlement Amount

The following minimums apply on a billing account basis as specified in *paragraph 3*

(T)

Option	Hours in Option	Settlement Amount
AP110	110	\$ 561.00
AP250	250	1,200.00
AP500	500	2,250.00

A20.3.9 Custom Rate Plan

A. Description of Service

1. Custom Rate Plan is an Optional Calling Plan offered to residential customers and is applicable to intrastate intraLATA long distance calls originated and terminated in the customer's home state. Eligible calls include those dialed on a Station-to-Station basis (as either Dial or Operator) or on a Person-to-Person basis. These four classes of calls are defined in Section A1., Definition of Terms. (D)

2. Individual message detail is included as part of this service.

B. Timing of Messages

1. Initial thirty second rates given in the rate schedule in E.3 are for connections of thirty seconds or any fraction thereof. All additional one-tenth minute rates given in the rate schedule in E.3 are for each additional one-tenth minute or any fraction thereof that the connection continues beyond the first thirty seconds. (T)

2. The time at the beginning of each billing increment determines the applicable rate period for that billing increment. The time observed at the rate center of the calling station applies, whether the call is originated as sent-paid or collect.

3. On Station-to-Station calls, chargeable time begins when connection is established between the calling station and the called station, Miscellaneous Common Carrier mobile radio system, or PBX system.

4. On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.

5. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the network or by the Company operator. (T)

6. Chargeable time does not include time lost because of faults or defects in the service.

C. Reversal of Charges (Collect Calls)

1. Collect calls are permissible for all calls provided the charges are accepted at the called station. (T)

2. The regularly established Operator Station-to-Station or Person-to-Person rates in A18.3.1.B.4 apply.

D. Rates Applicable on Certain Holidays

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day, and Labor Day, the holiday rate applicable is the discount rate in E.4. (T)

Note 1: Rates are applied according to the method specified in *paragraph 3*. (T)

A20. OPTIONAL CALLING PLANS

A20.3 Rates (Cont'd)

A20.3.9 Custom Rate Plan (Cont'd)

E. Rates and Charges

1. There is no monthly recurring charge for this service.
2. Charges for each eligible message are determined as follows:
 - a. The initial billing increment for connections between all points is thirty seconds. Additional billing increments are in one-tenth minute increments. Initial thirty second and additional one-tenth minute rates for all messages are specified in the Basic Rate Schedule Table in *paragraph 3*. (T)
 - b. If any portion of a message occurs in the discount rate period, the Basic Rate Schedule charges are discounted, as specified in *paragraph 4*. (T)
 - c. For any Station-to-Station, Operator Station-to-Station, or Person-to-Person message, the applicable Service Charges specified in *paragraph 5* are added to the Basic Rate Schedule charge. (D)
3. Basic Rate Schedule
 - a. Reserved For Future Use
 - b. Basic Rate Schedule (Day Rate Period)

	Initial Thirty Seconds	Additional One-Tenth Minute Each or Fraction Therefore	USOC
(1) Rate Mileage			
(a) All distances	\$.05	\$.01	OSR20

4. Rate Periods and Rate Discounts

- a. Rate periods and rate discounts are described in the table following.

	Rates and Applicable Periods							
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.	
7:00 AM to 6:00 PM ¹	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	50% Disc.	50% Disc.	
6:00 PM to 7:00 AM ¹	50% Disc.	50% Disc.	50% Disc.	50% Disc.	50% Disc.	50% Disc.	50% Disc.	

- b. Day Rate Period = Full Rate = Peak Period
Discount Rate Period = 50% Discount = Off-Peak Period
- c. Discounts for the discount rate period are expressed as a percent reduction of the Basic Rate Schedule charges (in *paragraph 3*). The discount is applied to the total Basic Rate Schedule charge for that portion of a message occurring within the reduced rate period. When application of the discount results in a fractional charge, the amount will be rounded down to the lower cent. (T)
- d. No discount applies for that portion of a message occurring in the Day rate period.
- e. When a message spans more than one rate period, total charges for the billing increments in each rate period are calculated and the results for each rate period are totaled to obtain the total message charge.
5. Service Charges
 - a. For station-to-station and person-to-person messages, the applicable Service Charges shown in A18.3.1.B. are in addition to the Basic Rate Schedule charge for that message. Discounts do not apply to the Service Charges. (D)

Note 1: To, but not including.

A35. INTERCONNECTION OF MOBILE SERVICES

A35.1 Interconnection Services for Mobile Service Providers (MSP's) (Cont'd)

A35.1.1 General (Cont'd)

F. Service Installation Guarantee (Cont'd)

4. Service Installation Guarantees do not apply:
 - a. when failure to meet the Service Date occurs because of:
 - (1) any act or omission of this MSP, any other MSP or any third party, or of any other entity providing a portion of a service,
 - (2) labor difficulties, governmental orders, civil commotions, criminal actions against the Company, acts of God, war or other circumstances beyond the Company's control,
 - (3) unavailability of the customers facilities and/or equipment
 - b. to service requiring Special Construction as set forth in Section A5,
 - c. to Specialized Service or Arrangements or Individual Case Basis filings as set forth in Section A5., *or*
 - d. when alternate arrangements for SS7 signaling links are utilized.
- In addition, Service Installation Guarantee will not apply during a declared National Emergency.

G. Other Associated Terms, Rates and Conditions

1. These services are offered at the rates specified herein from central offices where necessary service options are available.
2. The rates contained in this offering contemplate the use of standard serving arrangements normally provided by the Company. Non-standard facility requirements, equipment, or service options may be requested via the special assembly process as defined in Section A5. (T)
3. MegaLink service, MegaLink Light service, MegaLink channel service, and LightGate service from Section B7 of the Private Line *Guidebook* are used to rate certain portions of DS1 service offered under this *guidebook*. The terms and conditions which apply for those services apply here, except that the month to month rates for MegaLink channel service, as specified in B7.3 of the Private Line *Guidebook* may be applied without the MSP fulfilling any minimum contract period. However, a minimum initial service period may apply for DS1 services, as specified in Section B7. of the Private Line *Guidebook* for MegaLink, MegaLink Light or LightGate services. (T)
4. Directory listings for MSP's are provided in accordance with regulations and rates found in Section A6.
5. Clients of the MSP may be provided directory listings as specified in A6.6.2 Business Additional Listing.
6. Charges for Operator Assisted Local Call Service and Local Operator Verification/Interruption Service as defined in Section A3 are applicable and will be individually itemized on the MSP's bill. (D)
7. Charges for IntraLATA Long Distance Operator Verification/Interruption Service as defined in Section A18 are applicable and will be individually itemized on the MSP's bill. (T)
8. When the MSP wants to prohibit third number and collect calls to mobile numbers, Billed Number Screening is available upon request. Certain calls cannot be screened, including but not limited to calls handled by independent Company (ICO) operators, Maritime, Air-to-Ground, and International calls, or calls handled by companies that do not subscribe to the data base where toll billing exception data is stored. The MSP is, however, responsible for the charges for these calls.
9. The appropriate service charges in Section A4 apply to the establishment and rearrangement of service provided under this section. In addition, the nonrecurring charges specified in A35.1.6 shall apply for connection of service or rearrangements.

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.1 ISDN - Business Service (IBS)

A42.1.1 General

- A. ISDN - Business Service (IBS) is a new intraLATA group of offerings supported by the Integrated Services Digital Network (ISDN) architecture. IBS supports simultaneous transmission of voice, data, and packet services on the same exchange access line. Calling/Called Number Delivery, Calling Name Delivery, and Call Hold are included with this service. IBS is available where facilities permit.
- B. Usage Option Plans will be available for various thresholds of local use only on National ISDN lines.
 - 1. Usage Option Plan A - The Basic Local Calling area for Usage Option Plan A will be the LATA boundary. Local usage under Usage Option Plan A will be recorded on originating calls terminating within the LATA. Minutes of use rates will apply for all local usage. This plan is limited to outward only service.
 - 2. Usage Option Plan B will have unlimited usage inside the Extended Local Calling Area. The Extended Local Calling Area for Usage Option Plan B will be the Basic Local Calling Area plus the Extended Calling Area as described in Section A3. (T)
 - 3. The following stipulations apply only when the IBS line from which the call originates subscribes to a Usage Option Plan.
 - a. Calls completed with operator assistance within the Basic Local Calling Area and Extended local calling area will be rated at the Usage Option Plan usage charges in addition to the appropriate Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable usage allowances or caps. (D)
 - b. Reduced toll rates as specified in this Section of the *guidebook* will be applied to toll calls outside the Extended Local Calling Area but within the LATA for all calls billed to a IBS line subscribing to Usage Option Plan B. Operator assisted charges as specified in A3 apply to operator handled calls in addition to the usage charges specified. (D)
- C. All IBS lines in an earning account must be in the same type Plan, i.e., all Flat Rate, Usage Option Plan A's, etc. Hunting between various types of plans will not be allowed.
- D. IBS provides a new method of access to the network called Basic Rate Access. Basic Rate Access will consist of one or two 64 Kbps (B) channels and one 16 Kbps (D) channel at the service delivery point. (T)
- E. IBS is provided through Basic Rate Access. Features are available to increase the capability of the Bearer Alternative Service and may be subscribed to on an as-needed basis.
- F. (DELETED)
- G. The following parameters may be provided with Packet Switched B channel and D channel Services:
 - Each B channel packet terminal will be provided logical channels up to the technical capability of the serving central office. Each logical channel can carry an independent call with throughput of up to 64 Kbps.
 - Each D channel packet terminal will be provided logical channels up to the technical capabilities of the serving central office. Each logical channel can carry an independent call with throughput of up to 9.6 Kbps. Each logical channel may be established as one of the following types:
 - Two-Way Switched Virtual Circuit (default)
 - One-Way Incoming Switched Virtual Circuit
 - One-Way Outgoing Switched Virtual Circuit
 - 1. Flow Control Parameter Negotiation - This parameter negotiates on a per call basis the flow control parameters. This consists of automatic negotiation of the maximum packet size and window size for each direction of data transmission.
 - 2. Throughput Class Negotiation - This parameter allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.
 - 3. Recognized Private Operation Agency (RPOA) Selection - This parameter allows an ISDN user to specify an interLATA carrier (IC) for packet-switching on a per-call basis when the customers want it different from presubscribed IC.

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A42.3 BellSouth Primary Rate ISDN (Cont'd)

A42.3.2 Regulations (Cont'd)

- R. The BellSouth Primary Rate ISDN - Digital Data Only option¹ provides for the transmission of data mode calls only. The BellSouth Primary Rate ISDN - Digital Data Only arrangement will be provisioned with the customer's requested number of Digital Data Only B-channels with no B-channels capable of transmitting voice mode calls in the same arrangement.
- S. The BellSouth Primary Rate ISDN Inward Data option provides for the transmission of inward analog and digital data calls only.
- T. Terms and Conditions in Section A2 prohibiting the mixing of flat and message or flat and measured service do not apply for BellSouth Primary Rate ISDN.
- U. No usage charges apply for calls within the local calling area for BellSouth Primary Rate ISDN customers utilizing the Flat Rate BellSouth Primary Rate ISDN B-Channel. Long Distance Message Telecommunications Service rates as specified in Section A18 apply for intraLATA calls terminated beyond the local calling area.
- V. The following usage terms and conditions will apply for all dialed sent paid local calls for BellSouth Primary Rate ISDN customers utilizing the Usage Sensitive BellSouth Primary Rate ISDN B-Channel:
 1. Usage charges will be billed at the usage rates described in A3.2.9 for RegionServ.
 2. Summarized total usage charges for calls within the Basic and Expanded Local Calling Areas will be reduced by fifty percent prior to the application of the usage allowance. Time/Day discounts described in A3.2.9 do not apply.
 3. A usage allowance of \$20.00 per activated B-Channel is applicable for all local calls terminating in Band A.
 4. Total billed usage charges above the allowance will not exceed \$20.00 per activated B-Channel for calls terminating in Band A.
 5. Local calls that are not dialed sent paid (i.e., operator assisted, etc.) will be billed individually at the same usage rates specified in A3.2.9 (including Time/Day usage provisions), in addition to any applicable Local Calling Card Service or Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable calling allowance or usage billing reductions for dialed sent paid local calls. (D)
- W. The Next Route Index Feature allows a BellSouth Primary Rate ISDN Digital Data Only customer to arrange analog calls to overflow to a Voice/Data arrangement in the same switch or allows the customer to overflow analog and digital calls to a Voice/Data arrangement in the same switch. These same capabilities are available to a BellSouth Primary Rate ISDN Inward Data customer to overflow calls to a Voice/Data arrangement in the same switch. It does not allow Voice/Data or Inward Data calls to overflow to a Digital Data Only arrangement nor does it allow Voice/Data or Digital Data Only calls to overflow to an Inward Data arrangement.
- X. BellSouth Primary Rate ISDN Digital Data Only Signaling Groups may be configured in one of the following four standard arrangements of call types:
 1. Inward Calls: The number of Inward calls accommodated by the Signaling Group will be equal to the number of activated B-channels.
 2. Outward calls: The number of Outward calls accommodated by the Signaling Group will be equal to the number of activated B-channels.
 3. Inward calls and Outward calls: The maximum number of simultaneous calls for each call type is determined by the customer. For each call type, the maximum number of simultaneous calls must be less than or equal to the number of activated B-Channels in the Signaling Group.
 4. 2-Way calls: The number of 2-Way calls accommodated by the Signaling Group will be equal to the number of activated B-Channels.
- Y. The Company reserves the right to audit the customer's traffic usage for the Incoming Call Extension feature to insure that simultaneous calls are not occurring on the low use option. If such calls are occurring, the customer will be required to subscribe to the high use option.
- Z. The Service Installation Guarantee as set forth in B2.4.17 of the Private Line *Guidebook* applies for BellSouth Primary Rate ISDN. (T)

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

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.28 Reserved For Future Use

A103.29 Reserved For Future Use

A103.30 Reserved For Future Use

A103.31 Reserved For Future Use

A103.32 In-Classroom Computer Access Service

Obsolated 06/01/2013. This service is not offered for new installations or transfers of service to new locations.

A3.32.1 General

- A. Pursuant to an Order by the Tennessee Public Service Commission, this offering provides local lines for the in-classroom use of computers and modems to access various informational databases and shared educational programs as well as accessing students in other classrooms for the purpose of sharing information and learning experiences. These lines may also be used for teacher workroom use of computer and modems to access various informational databases and to share information and ideas with other teachers in an effort to enhance the educational experience of the students. This offering is also available to public libraries including the state library and archives, regional libraries, and public libraries in any county, city or town.
- B. The access line rate described in A3.32.3.B includes the rate for Touch-Tone.
- C. The following local usage regulations will apply for all dialed sent-paid local calls.
 - 1. Local usage charges will be billed at the usage rates described in A3.32.3.C.
 - 2. Total local billed usage charge will not exceed \$6.00 per line.
 - 3. Time/Day discounts do not apply.
- D. This access line shall not be used to replace existing administrative lines.
- E. Listings will not be provided for these access lines.
- F. Nonrecurring charges are to be billed at Residence rates.
- G. All rules and regulations that appear in other sections of this Guidebook apply unless otherwise stated herein.

A3.32.2 Regulations

- A. This offering is available to full-time educational institutions, grades K through 12 that are eligible for accreditation by the Southern Association of Colleges and Schools. This offering is also available to public libraries including the state library and archives, regional libraries, and public libraries in any county, city or town.

A3.32.3 Rates and Charges

- A. The rates and charges for In-Classroom Computer Access Service include a monthly recurring access line rate and local usage charges.
- B. The access line for In-Classroom Computer Access Service is provided at the following rates which include Touch-tone Service.

	Monthly Rate	USOC
1. Access line		
(a) Outgoing Only	\$11.00	1ECOX
(b) Both Way	11.00	1EC2X

- C. The local usage charges for In-Classroom Computer Access Service access lines are provided at the following rate. Local usage charges will not exceed \$6.00 per line for dialed sent-paid calls. Partial minutes count as full minutes for each individual call completed.

Usage Charges	Per Minute or Fraction Thereof
Band A	\$.005
(Existing local calling area described in A3.6)	

- D. The monthly Grouping rates for In-Classroom Computer Access Service are described in A3.19.2.
- E. Time/Day discounts do not apply
- F. Usage charges apply to local calls completed with operator assistance in addition to Operator Assisted Local Call surcharges (when applicable). Such calls are itemized on the subscriber's billing statement and are billed outside any applicable usage cap for dialed sent-paid calls. (D)

A103. OBSOLETE SERVICE OFFERING - BASIC LOCAL EXCHANGE SERVICE

A103.38 Back-Up Line (Cont'd)

A103.38.1 Regulations and Rates (Cont'd)

I. The following usage charges apply to all outward calls which originate from Back-Up Line service.

1. Back-Up Line service associated with RegionServ will receive local calling to the RegionServ Local Calling Area as described in A3.2.9. All outward calls terminating in this area will be billed at the usage rates described in the RegionServ Guidebook, except that no usage package options, usage caps, or usage allowances are applicable to calls originating from Back-Up Line service. Time of day discounts, as stated in A3.2.9, do apply.

	Rate Per Minute Of Use	USOC
(a) Calls terminating in RegionServ Local Calling Area (See A3.2.9)	-	NA
(b) Calls terminating beyond the RegionServ Local Calling Area will be billed according to the rates and regulations as specified in Section A18. of this Guidebook	-	NA
2. Back-Up Line service associated with BellSouth Business Plus service.		
(a) Calls terminating in the Local Calling Area as described in A3.6	\$0.05	NA
(b) Calls terminating beyond the Local Calling Area will be billed the appropriate Option primary line usage rate charges as specified in A3.43.2.	-	NA
3. Back-Up Line service associated with all other business individual line service will be billed the following usage charges. Time of day discounts do not apply.		
(a) Calls terminating in the Local Calling Area as described in A3.6	.05	NA
(b) Calls terminating beyond the Local Calling Area will be billed according to the rates and regulations as specified in Section A18.	-	NA
4. RegionServ calls completed with operator assistance within the local calling area, as described in A3.6.1, will be rated at the usage charges specified in A3.2.9. Local Operator Assisted Call surcharges will also apply. BellSouth Business Plus service calls completed with automated calling cards or operator assistance will be rated at the usage charges as specified in 2., in addition to the appropriate Operator Assisted Call surcharges.		(D)
All other calls completed with operator assistance will be rated at the usage charges as specified in <i>paragraph 2</i> , in addition to the appropriate Local Operator Assisted Call surcharges.		(D)

J. Usage charges, if appropriate, also apply to the calling party for calls which terminate on Back-Up Line service.

A139. OBSOLETE SERVICE OFFERING - ABBREVIATED DIALING

A139.1 N11 Service (Cont'd)

A139.1.1 General (Cont'd)

- L. Directory Listings may be provided for N11 Service at rates and regulations as specified in Section A6. The phrase "Charges May Apply" will be included in the N11 Service listing at no additional charge. (T)
- M. Local measured or message rate service charges will be collected from end users, subscribing to measured or message rate service, for calls to an N11 number, as facilities permit, in addition to the charge applied on behalf of the N11 subscriber.
- N. Access to N11 Service is not available to the following classes of service:
 - Payphone Service Providers (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls) (D)
 - Inmate Service
 - 101XXXX
 - Four-party Stations
 - Cellular - Type 2A
 Operator assisted calls to an N11 subscriber will not be completed.
- O. N11 Service will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Calling Number Identification service in Section A13 as available. (T)
- P. The N11 subscriber is restricted from selling or transferring the N11 number to an unaffiliated entity, either directly or indirectly.
- Q. If an N11 subscriber becomes an affiliate of or is acquired by another N11 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one N11 number within 6 months of the merger or acquisition.
- R. If local calling areas are merged, and an N11 number exists in both areas, the N11 subscriber who established the N11 Service first in time will be entitled to retain the N11 Service in the merged local calling area.
- S. The N11 subscriber is prohibited from providing programming which involves live group interaction, such as "GAB" lines, "chat" lines, or similar type programs where the primary purpose is for callers to interact with one another.

A139.1.2 Service Requirements and Conditions

- A. All requests for N11 Service must be submitted in writing to the Tennessee Regulatory Authority. The Commission will allocate N11 Service numbers in the specified Basic Local Calling Areas.
- B. Within 30 calendar days of the number assignment, the N11 subscriber must initiate a service request order which will determine the subscriber's provisioning date. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The N11 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 number will be recalled and the number will be considered available for reassignment as specified in *paragraph A*. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived. (T)

A minimum usage charge becomes effective 6 months after the service has been initially provisioned. Once it becomes effective, this charge will be billed to the N11 subscriber for any billing period in which the N11 subscriber's usage charges fall below the amount of the Minimum Usage Charge in A139.1.6. The transfer of an N11 number to an affiliate, whether through merger, acquisition, or otherwise, will not restart the counting of the 6 month period which the minimum usage charge does not apply. (T)

TITLE PAGE

GENERAL EXCHANGE GUIDEBOOK
FOR THE
STATE OF TENNESSEE

TRADEMARKS AND SERVICEMARKS (Cont'd)

Complete Choice Plan/Option/Service

CrisisLink Service

Custom Advantage^{TM/SM} Package

DAB Service

Data AnswersSM Package

Digital ESSX Service

Digital PassportSM Service

ESSX Service

FastAccess Internet Service

FlexServ Service

LightGate Service

MegaLink Service

MemoryCall Service

MultiServ Service

PreferredPack Plan

Premium AnswersSM Package

Premium Plus AnswersSM Package

Prestige Service

Privacy Manager Service

QuikComplete Service

RightTouch Service

RingMaster Service

SaverSM Service

(DELETED)

SMARTPath Service

SMARTRing Service

Stylist Service

SynchroNet Service

(D)