

## TARIFF DISTRIBUTION

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## A4. SERVICE CHARGES

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## A4. SERVICE CHARGES

### A4.1 Definitions

#### SERVICE CHARGE

Service Charge is a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services or facilities. Service Charges are categorized as:

- Line Connection Charge
- Line Change Charge
- Secondary Service Charge
- Premises Work Charge

Line Connection Charge (First Line, Additional Line) applies for establishing an exchange access line or trunk. The charge includes service ordering, central office work, exchange access line work and a standard voice miniature six position network interface.

Line Change Charge (First Line, Additional Line) applies per line to miscellaneous customer requested changes on existing service for, but not limited to, number change and suspend/restore.

Secondary Service Charge applies per customer request for the receiving, recording, and processing of customer requests to change services or add new or additional services.

Premises Work Charge is a nonrecurring charge based on the labor time and miscellaneous material required to perform customer requested work such as rearranging the drop wire, protector and/or network interface.

#### CUSTOMER REQUEST

The term "per customer request" as used in this section shall be defined as a customer request for service that is ordered at the same time to be provided on the same date, the same premises, the same system, and the same account.

#### NETWORK INTERFACE

The network interface is an FCC approved standard registration program jack which is used at the demarcation point as a means of connection between the telecommunications network and the customer's inside wire and/or equipment.

#### DEMARCATIION POINT

The point of demarcation and/or interconnection between Company communications facilities and the customer's terminal equipment, protective apparatus or wiring at a subscriber's premises.<sup>1</sup> Company-installed facilities at, or constituting, the demarcation point shall consist of wire or a jack conforming to Subpart F of Part 68 of the Federal Communications Commission's rules.

### A4.2 Application of Charges

#### A4.2.1 General

- A. Except as provided hereinafter, the following are subject to service charges:
1. All classes of Basic Exchange Service
  2. ESSX-1 Service
  3. ESSX service/Digital ESSX service/MultiServ service/MultiServ PLUS service/BellSouth Centrex service (T)
  4. Centrex Service (T)

**Note 1:** Premises is defined in Section A1.

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## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

#### A4.2.1 General (Cont'd)

- A. Except as provided hereinafter, the following are subject to service charges: (Cont'd)
  - 5. Wide Area Telecommunications Service (Intrastate)
  - 6. Telephone Answering Service
  - 7. Miscellaneous service arrangements and auxiliary equipment
- B. The Line Connection Charge includes a standard voice miniature six position network interface for simple type services which do not require other network interfaces. See Section A14 for FCC approved network interfaces.
- C. Installation charges throughout this *Guidebook* may be applicable in addition to the charges in this section. (T)
- D. Service charges may be required to be paid at the time of application for service. (T)

#### A4.2.2 Line Connection Charge Application

- A. The First Line Connection Charge is applicable if the customer is requesting only one line or for the first line if multiple lines are being ordered.
- B. The Additional Line Connection Charge applies for each additional line on the customer's request after the first line.
- C. The Line Connection Charge applies:
  - 1. For the connection of an exchange access line or trunk. The charge is applicable per exchange access line or trunk.
  - 2. Per main station line for Centrex service, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, or BellSouth Centrex service. (T)
  - 3. Per Network Access Register for ESSX-1 service.

#### A4.2.3 Line Change Charge Application

- A. The First Line Change Charge is applicable if the customer is requesting changes on only one line or for the first line if changes are being made on multiple lines.
- B. The Additional Line Change Charge applies for each additional line requested changed on the customer's request after the first line.
- C. If the First Line Connection Charge applies on a customer request, any additional Line Change Charges applicable for the same customer request will be billed at the Additional Line Change Charge rate.
- D. The Line Change Charge applies:
  - 1. For each number changed when requested by the customer. (T)
  - 2. For each change of station number for Centrex-CO, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service and for each change in the operation of a Network Access Register for ESSX-1. This charge is applicable in addition to the appropriate charge for station number changes when a change of basic exchange number is requested coincident with a change of station number. (T)
  - 3. For each line, trunk, or ESSX-1 Network Access Register being restored after service is temporarily denied for nonpayment.

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## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

#### A4.2.3 Line Change Charge Application (Cont'd)

- D. The Line Change Charge applies: (Cont'd)
  - 4. For each line being temporarily suspended at the request of a customer.
  - 5. For changing from loop start to ground start and vice versa and for changing from a line to a trunk and vice versa.
  - 6. For changing from Foreign Central Office Service to home wire center and vice versa.

#### A4.2.4 Secondary Service Charge Application

- A. The Secondary Service Charge will not apply if a Line Connection Charge or Line Change Charge is applicable.
- B. The Secondary Service Charge applies for adding or rearranging:
  - 1. Custom Calling Service
  - 2. Prestige Communications service or Prestige Communications Package
  - 3. Grouping Service
  - 4. RingMaster service
  - 5. TouchStar service
  - 6. Customized Code Restriction
  - 7. Customer requested directory listing changes, except where excluded in this Guidebook.
  - 8. Remote Call Forwarding
  - 9. Other features or services for which the Line Connection Charge and Line Change Charge are not applicable, unless specifically excluded.
- C. The Secondary Service Charge applies for:
  - 1. Transfers of responsibility. (See Service Charge Exceptions.)
  - 2. Changing from residence to business service and vice versa. If the number changes, the Line Change Charge applies in lieu of the Secondary Service Charge. The business charge applies when changing to business and the residence charge applies when changing to residence. (T)
  - 3. Rearrangement of drop wire, protector, and/or network interface. Additionally, Premises Work Charges will apply.
  - 4. Installing a Network Interface jack at the customer's request on existing service. In addition to Premises Work Charges, the charge for a Network Interface in Section A14 may apply.
- D. The Secondary Service Charge is also applicable:
  - 1. On ESSX-1 when changing a station number or installing a station line.
  - 2. On ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service when adding or changing the operation of a NAR.

**A4. SERVICE CHARGES**

**A4.3 Schedule of Charges for Connecting or Changing Service**

**A4.3.1 Rates and Charges**

	<b>Residence</b>	<b>Business</b>	<b>USOC</b>
<b>A. Line Connection Charge</b>			
1. Applies per exchange access line, trunk, ESSX-1 Network Access Register, or Centrex, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service main station line.			
(a) First Line (per customer request)	<b>\$49.00</b>	<b>\$75.00</b>	NA
(b) Additional Line (each)	<b>30.00</b>	<b>75.00</b>	NA
<b>B. Line Change Charge</b>			
1. Applies per exchange access line, trunk, ESSX-1 Network Access Register, or Centrex, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service, and BellSouth Centrex service main station line.			
(a) First Line (per customer request)	<b>35.00</b>	<b>48.00</b>	NA
(b) Additional Line (each)	<b>35.00</b>	<b>15.00</b>	NA
<b>C. Secondary Service Charge</b>			
1. Applies per customer request			
(a) Each	<b>9.95</b>	<b>24.00</b>	NA
<b>D. Premises Work Charge</b>			
1. First 15 minute increment or fraction thereof			
(a) Per increment	<b>28.00</b>	<b>28.00</b>	NA
2. Each additional 15 minute increment or fraction thereof			
(a) Per increment	<b>11.00</b>	<b>11.00</b>	NA

**A4.4 Dual Service**

**A4.4.1 General**

- A.** Dual Service is a service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center for a limited period of time for non-designed services only. The provision of Dual Service assures the customer continual service at both locations during the time of a move.
- B.** A request for Dual Service occurs on orders for a transfer of service (T&F) within the same wire center where no number change is involved. (T)
- C.** Dual Service will be offered subject to the availability of facilities and technical limitations.
- D.** Payment for Dual Service is provided for by billing the nonrecurring charge following, plus the applicable portion of the monthly rate on both lines during the period of service overlap, regardless of the duration of that overlap.

**A4.4.2 Rates And Charges**

	<b>Nonrecurring Charge</b>	<b>USOC</b>
<b>A. Exchange Access Line</b>		
1. Per line, trunk or main station line		
(a) Residence	<b>\$16.00</b>	NA
(b) Business	<b>20.00</b>	NA

## A4. SERVICE CHARGES

### A4.5 Service Expediting Charge

#### A4.5.1 General

- A. When a customer requests that service be provided in advance of the established service interval, and the Company is able to comply, a Service Expediting Charge applies. The Company will determine minimum intervals required to provide service and will not expedite in advance of such intervals. These minimum intervals may vary according to the type and amount of service requested and/or the location where the service is to be provided.
- B. The charge is applicable per exchange, per customer request.
- C. The charge applies to all other service and installation charges normally applicable.
- D. The definition of an established service interval, for purposes of applying this charge, is that interval which was agreed to by the Company and the customer during the initial negotiation for service where flexible dates are available or where predetermined intervals must be offered.  
Service intervals may vary by the type and amount of service requested and/or the location where the service is to be provided.
- E. For requests to expedite service to the plant test date from the established due date for lines or trunks requiring engineering design, a Secondary Service Charge will apply in lieu of the charges shown following. This charge is in addition to the normal service charges applicable on the request.
- F. If the Company commits to an expedited service date and then fails to meet the commitment, the customer shall not be responsible for the Service Expediting Charge and the Company shall have no further liability to the customer for its failure to meet the commitment.
- G. These charges do not apply to Primary Rate ISDN. See *Section A42* for charges that may apply.

(T)

#### A4.5.2 Rates and Charges

	Nonrecurring Charge	USOC
(a) Residence Service	\$ 25.00	EOD
(b) Business Service	35.00	EOD
(c) Lines or trunks requiring engineering design	375.00	EODPX



## A4. SERVICE CHARGES

### A4.6 Number Pooling Charge

#### A4.6.1 One-Time Charge for Number Pooling Trials

- A. **(DELETED)** (D)
- B. The Number Pooling Charge will be billed to the subscriber of the associated local exchange service, including, where applicable, a reseller of the associated local exchange service. This charge will not apply to residential Lifeline customers.
- C. The Number Pooling Charge applicable to specific types of local exchange service are set forth in *paragraph* A4.6.1.E. For each type of service, the Number Pooling Charge will apply equally to end user, reseller, foreign exchange and foreign central office customers of *the Company*. (T)
- D. *The Company* will implement these one-time charges within six months of the effective date of this *guidebook*. *The Company* will provide a written notification to the Authority no later than 30-days in advance of the application of this charge. *The Company* will also provide a message on its customer bills advising customers of this charge 30-days, or one billing cycle, prior to placing this charge on a customer's bill. (T)
- E. Rates and Charges
  - 1. Charge for business local exchange service lines, residence local exchange service lines (excluding Lifeline customers), Feature Group A service, payphone service provider access lines, Basic Rate ISDN (BRI) digital subscriber lines, and unbundled network element (UNE) switch ports

	One-Time Charge	USOC
(a) Per line or port	\$0.69	NA
2. Charge for trunk lines (including PBX trunks) and Network Access Registers (NARs) other than Centrex-type service NARs		
(a) Per trunk or NAR (excluding Centrex-type NARs)	6.21	NA
3. Charge for Primary Rate ISDN (PRI) interfaces		
(a) Per interface	3.45	NA
4. Charge for Centrex-type services		
(a) Per station line	0.69	NA

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## A4. SERVICE CHARGES

**A4.7 (DELETED)****A4.8 Trouble Determination Charge**

(M)

**A4.8.1 General**

(M)

A. Residence and Business basic exchange services which terminate in a communications system, such as PBX or Key, are defined as Other Residence or Business Services. These customer shall be responsible for the payment of Company charges for visits by the Company to the customer's premises which are required in connection with a customer's service difficulty or trouble report when it is determined that the source of the difficulty or trouble is on the customer's side of the demarcation point. This charge does not include any isolation work beyond the demarcation point.

(M)

B. Effective 1-1-87, the Company no longer provides maintenance and further isolation of wire and set troubles as a regulated service in compliance with the FCC order in CC Docket 79-105.

(M)

**A4.8.2 Rates and Charges**

(M)

A. Trouble determination for both Other Residence or Business Service customers will be provided based on Premises Work Charges as described in A4.2.5, at the rates applicable to Business customers.

(M)

**A4.9 Reserved for Future Use**

(M)

**A4.10 Reserved for Future Use**

(M)

**A4.11 Reserved for Future Use**

(M)

**A4.12 Reserved for Future Use**

(M)

**Pages 7.1 through 24 are hereby deleted in their entirety and removed from this Guidebook.**

(N)

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**DIRECTORY LISTINGS**

(T)

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## A6. DIRECTORY LISTINGS

### A6.1 Terms and Conditions Applicable To Directory Listings (T)

#### A6.1.1 General

- A.** The rates, *terms and conditions* specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscriber's numbers and as an aid to the use of service. (T)
- B.** The listings of subscribers, either without charge or at the rate specified herein for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as a result of the publication of such listings in its directories.
- C.** Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when in its sole judgment, such listings would violate the integrity of company records and its directories, confuse individuals using the directory, or when the subscriber cannot provide satisfactory evidence that he is authorized to do business as requested.
- D.** The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the subscriber is not impaired thereby.
- E.** One listing, except client listings, is furnished without extra charge as specified in the following: (T)
1. each basic local exchange service line (excluding Back-Up Line) or MultiServ service main station line
  2. each PBX trunk
  3. each ESSX-1 NAR, Digital ESSX service NAR, ESSX service NAR, MultiServ PLUS service NAR, BellSouth Centrex service NAR or NAR usage package
  4. each Centrex system
  5. each Primary Rate ISDN B-Channel
- F.** When, in the sole judgment of the Company, the use of listings in excess of the listings permitted without charge as previously outlined, are needed for better identification of the subscriber, such listings may be provided without charge.
- G.** Generally, the listed address is the location of the subscriber's place of business or residence. At the subscriber's request a partial address may be shown. An address may be:
- a number(s) and/or letter(s) followed by the name of a street, a building, a shopping center/mall, apartment complex, industrial park, or similar facility
  - rural route and/or box number
  - a name of a street, building, shopping center/mall, apartment complex, industrial park, or similar facility
  - any one of the preceding followed by a community and/or state name
  - a community name only
  - omitted at the subscriber's request
- The listed address may not include P.O. Box or use of the word or abbreviation of suite, floor, or apartment before numbers used in the identification.
- An address other than the address where the service is located may be listed provided the subscriber has a comparable class of service at the address requested.
- Only the customer name and number shall be published in a listing for a Family Violence Shelter. *The Company* shall not publish an address as part of the listing for a Family Violence Shelter. (T)
- H.** Liability of the Company due to directory errors and omissions is as specified in Section A2. (T)
- I.** A Secondary Service Charge, as specified in Section A4 applies when an order is issued solely to add or change a directory listing. (T)
- J.** Directory Listings can be suspended as specified in A2.3.16. However, the suspension rate shall be 50 percent of the regularly charged rate. (T)

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## A6. DIRECTORY LISTINGS

**(DELETED)****A6.2 Business Listing****A6.2.1 General**

Generally, a business listing consists of a name, or dual name, a designation descriptive of the subscriber's business if not self-explanatory, the address, and the business number. The main listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted.

**A6.2.2 Business Designation****A. Firm Name**

1. The designation in a firm name business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. A designation may be required when the name under which the subscriber is doing business is insufficient to indicate the character of the business.

Example:

Lewis Co grocr 14 Madison                      234-6488

**B. Personal Name**

1. The designation in a personal name business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. A designation may be required when the name under which the subscriber is doing business is insufficient to indicate the nature of the business. The listing of an individual, together with a title and the name of the business with which the individual is associated or represents, is not permitted.

Example:

Smith J G grocr 14 Madison                      234-6488

2. A designation that conveys the same meaning as a title, educational degree or suffix is not permitted.

Example:

Smith Joe DDS dntst

**A6.2.3 Trade Name**

A trade name, the name of a commodity or service, will be included as part of the listing, when the subscriber shows satisfactory evidence of authorization to do business under the requested name. In the case of listings for time/temperature/weather announcement services a generic listing will be accepted.

Examples which require proof of authorization are:

Smith Avon Distributor 123 Main                      555-1234

Jones Buick 2914 E 23rd                              329-5864

Any Flower Shop 710 Heather Mall                      669-2121

## A6. DIRECTORY LISTINGS

### A6.3 Residence Listing

#### A6.3.1 General

Generally, a residence listing consists of a surname, given name, or dual name and/or initials, the address, and the number. (T)  
 When a single name listing is requested by the subscriber, the Company may require satisfactory evidence as to the validity of the requested name. The main listing is ordinarily the name of the individual who subscribes for the service, but the listing may be in the name of a second party residing at the address where service is provided if so designated by the subscriber.

### A6.4 Non-Published (Private) Listing

#### A6.4.1 General

- A. A non-published listing is not listed in either the alphabetical section of the Company's directory or directory assistance records, and will not be furnished upon request of a calling party. However, when a call is placed from a number associated with a non-published listing, the name and or number may be disclosed if the called party has the necessary equipment for receiving and/or disclosing incoming names and/or numbers. (T)  
 The only exception is when the non-published listing customer utilizes one of the available Calling Number Delivery Blocking options. These features suppress delivery of the calling number and/or calling name to subscribers of calling number delivery services such as Caller ID. Calling Number Delivery Blocking does not prevent transmission of the calling party number on services such as E911 that utilize automatic Number Identification (ANI) for delivery of the calling number.
- B. An incoming call to a subscriber with a non-published listing will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a non-published number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber. (T)
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published number in the directory or disclosing said number to any person shall attach to the Company. Where a non-published listing is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published listing or the disclosing of said listing information to any person. (T)
- D. For accounting purposes, the number, name, and address of a subscriber with a non-published listing will be provided to the Long Distance Carrier(s) which furnishes the subscriber long distance message telecommunications service. (T)
- E. The number, name and address of the subscriber may be disclosed in connection with E911 service, whether such service is provided by the Company or any other person. The subscriber waives any privacy interests in his number, name and address in connection with E911 service. (T)
- F. The Company may provide number, name and address of a subscriber with a Non-Published number to the public safety agency certified, authorized and responsible for providing emergency notification services in the local city, county or municipality where the subscriber line associated with such number is located, pursuant to that agency's request under Emergency Service Provider Data Service (ESPDS) detailed in A38.4. (T)

#### A6.4.2 Rate Application

##### A. Non-Published Listing

	Monthly Rate	USOC
1. Where charge applies		
(a) Each	\$5.50	NPU
2. Where charge does not apply		
(a) Each	-	NP3

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## A6. DIRECTORY LISTINGS

### A6.4 Non-Published (Private) Listing (Cont'd)

#### A6.4.2 Rate Application (Cont'd)

- A. Non-Published Listing (Cont'd)
  - 2. Where charge does not apply (Cont'd)
    - Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address
    - Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.
    - Service to a subscriber living in a hotel, hospital, retirement complex, apartment, boarding house or club if the subscriber is listed under the number of the PBX, or Centrex Type Services furnished to such establishments. (T)

### A6.5 Non-Listed (Semiprivate) Listing

#### A6.5.1 General

- A. A non-listed listing is not listed in the alphabetical section of the Company's directory, but is maintained on directory assistance records and will be furnished upon the request of a calling party.
- B. The acceptance by the Company of the subscriber's request to furnish a non-listed listing does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-listed number in the directory shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-listed listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed listing. (T)
- D. The number, name and address of the subscriber may be disclosed in connection with E911 service, whether such service is provided by the Company or any other person. The subscriber waives any privacy interests in his number, name and address in connection with E911 service. (T)
- E. The Company may provide number, name and address of a subscriber with a Non-Listed number to the public safety agency certified, authorized and responsible for providing emergency notification services in the local city, county or municipality where the subscriber line associated with such number is located, pursuant to that agency's request under Emergency Service Provider Data Service (ESPDS) detailed in A38.4. (T)



**A6. DIRECTORY LISTINGS**

**A6.5 Non-Listed (Semiprivate) Listing (Cont'd)**

**A6.5.2 Rate Application**

**A. Non-listed listing**

	<b>Monthly Rate</b>	<b>USOC</b>
1. Where charge applies		
(a) Each	<b>\$3.50</b>	<b>NLT</b>
2. Where charge does not apply		
(a) Each	-	<b>NLE</b>
- RingMaster service number		
- temporary service		
- Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address.		
- Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.		
- Service to a subscriber living in a hotel, hospital, retirement complex, apartment, boarding house or club if the subscriber is listed under the number of the PBX, or Centrex Type Services furnished to such establishments.		

## A6. DIRECTORY LISTINGS

### A6.6 Additional Listing

(DELETED)

(D)

#### A6.6.1 General

- A. The subscriber to the service assumes responsibility for all charges for additional listings associated with his service. Listing charges date from the day the directory assistance records are posted.
- B. Listing charges are automatically discontinued upon termination of the service or upon the removal of the listing.

#### A6.6.2 Business Additional Listing<sup>1</sup>

- A. A business additional listing may be furnished in other names when, in the sole judgment of the Company, the subscriber's service is not being shared or resold.
- B. Rate Application

	Monthly Rate	USOC
1. Business		
(a) Each	\$2.10	CLT
2. 800 Service		
(a) Each	1.80	SZS

#### A6.6.3 Residence Additional Listing

- A. A residence additional listing may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment.

	Monthly Rate	USOC
B. Rate Application		
1. Residence		
(a) Each	\$1.20	RLT

**Note 1:** Business additional listing arrangements established prior to 12-13-86 i.e., implementation of STS may be continued until the subscriber relocates or transfer service responsibility.

## A6. DIRECTORY LISTINGS

### A6.7 Miscellaneous Listing

#### A6.7.1 Reserved For Future Use

#### A6.7.2 Alternate Listing

A. An alternate listing may be provided to the subscriber for the purpose of directing calling parties to other numbers subject to the following conditions: (T)

1. Names of individuals are not permitted
2. Text may not exceed one line

Examples:

Nights, Sundays, and Holidays	123-4568
If No Answer	123-4568
If Extension Is Not Known	123-4568

#### B. Rate Application

	Monthly Rate	USOC
1. Business		
(a) Each	\$2.10	FNA
2. Residence		
(a) Each	1.80	NAB

#### A6.7.3 Cellular Carrier Listing

See Mobile and Paging Service Listing at A6.7.12.

#### A6.7.4 Company And Customer Owned Service Listing

A. A listing is not provided in connection with access line service for Customer Provided Public Telephone Service except when the listing will facilitate the operations of the Company or subscribers to the access line service. No additional listings are permitted. (T)

**A6. DIRECTORY LISTINGS**

**A6.7 Miscellaneous Listing (Cont'd)**

**A6.7.5 Reserved For Future Use**

**A6.7.6 Cross Reference Listing**

(DELETED)

- A. A cross reference listing may be furnished when it is necessary to refer the directory user to another directory listing. (D)

Examples:

Long Lumber Co                      See South Lumber Co  
 Regis Gary                              See Regas Gary

- B. Rate Application

- 1. Cross Reference Listing

	<b>Monthly</b>	
	<b>Rate</b>	<b>USOC</b>
(a) Business, each	<b>\$2.10</b>	<b>LLT</b>
(b) Residence, each	<b>1.20</b>	<b>LRT</b>

**A6.7.7 Dual Name Listing**

(DELETED)

- A. A dual name listing may be furnished to a business or residence subscriber as a main listing subject to the following: (D)
  - an individual subscribing to business service when it is a personal name listing and the person is also known by a nickname
  - two individuals subscribing to residence service having the same surname and address, or an individual known by more than one name

Examples:

Smith J H (Johnny) CPA 123 Main              123-4567  
 O'Neal John & Mary 200 Elm Av              423-1012  
 Morris George Mrs (Joan) 101 Ash Dr      422-4523

- B. A dual name listing may also be furnished as an additional listing at the subscriber's request at the appropriate additional listing rate.

**A6.7.8 Emergency Service Listing (E911 and B911)**

- A. A 911 number listing must be listed along with a non-emergency number for emergency agencies. No Charge applies for either listing. (T)
- B. Rate Application

- 1. Emergency Service Listing
  - (a) Where charge does not apply

	<b>Monthly</b>	
	<b>Rate</b>	<b>USOC</b>
	-	<b>FLT</b>

**A6.7.9 Extra Listing**

See Business Additional Listing at A6.6.2

**A6. DIRECTORY LISTINGS**

**A6.7 Miscellaneous Listing (Cont'd)**

**A6.7.10 Foreign Listing**

(DELETED)

- A. A listing in the alphabetical section of Company directories outside the subscriber's local exchange may be furnished. The listing is subject to the rates, *terms and conditions* applicable to the published directory in which the listing is to appear. (D)
- B. When in the sole judgment of the Company, in the case of service located in an exchange border area, a foreign listing is needed for better identification in order to facilitate the completion of calls, such listing may be provided without charge for the main listing only. (T)

	<b>Monthly Rate</b>	<b>USOC</b>
1. Foreign Listing		
(a) Where Charge Does Not Apply	-	<b>FLF</b>
C. Rate Application		
1. Foreign listing		
(a) Business, each	<b>\$2.10</b>	<b>FAL</b>
(b) Residence, each	<b>1.20</b>	<b>FRW</b>
2. Foreign cross reference listing		
(a) Business, each	<b>2.10</b>	<b>FALCX</b>
(b) Residence, each	<b>1.20</b>	<b>FRWCX</b>
3. Foreign alternate listing		
(a) Business, each	<b>2.10</b>	<b>FALSX</b>
(b) Residence, each	<b>1.20</b>	<b>FRWSX</b>
4. Foreign special text		
(a) Business, each	<b>2.10</b>	<b>FALTX</b>

**A6.7.11 Reserved For Future Use**

**A6.7.12 Mobile and Paging Service Listing**

(DELETED)

- A. A Mobile Carrier, a Cellular Carrier, a Radio Common Carrier, or a Paging Company, may be furnished a listing for their clients at the rate specified in B. following. (D)
- B. Rate Application
- 1. Mobile and Paging Service Listing

	<b>Monthly Rate</b>	<b>USOC</b>
(a) Each	<b>\$.00</b>	<b>MSZ</b>

**A6.7.13 Reserved For Future Use**

**A6.7.14 Optional Calling Plan Listing**

(DELETED)

- A. A subscriber of a two-way or inward Optional Calling Plan (OCP) may be furnished a foreign listing with the text of "No Charge For Calls Dialed Direct To This Number From (name of exchange)" at the rates specified in *paragraph* D. (D)

## A6. DIRECTORY LISTINGS

### A6.7 Miscellaneous Listing (Cont'd)

#### A6.7.14 Optional Calling Plan Listing (Cont'd)

- B. The initial contract period for the OCP and the OCP listing charge, shall be for the life of that directory and each subsequent directory in which it appears. However, the subscriber may discontinue the OCP and the associated OCP listing prior to the expiration of the directory in which the listing appears, provided the number is changed and a disconnect report is given.
- C. A foreign listing without the text may be furnished at the rates specified in A6.7.10.C.
- D. Rate Application
  - 1. Optional Calling Plan Listing

	<b>Monthly</b>	<b>USOC</b>
	<b>Rate</b>	<b>OCB</b>
(a) Business, each	<b>\$5.40</b>	

#### A6.7.15 Paging Service Listing

See Mobile and Paging Service Listing at A6.7.12

#### A6.7.16 RingMaster Service Listing

**(DELETED)**

- A. One listing for each RingMaster service number will be furnished on a listed or non-listed basis at no charge to the subscriber. (D)
- B. A RingMaster service listing must be either business or residence as identified by the class of service.
- C. Other listings may be provided at the rates, *terms and conditions* specified in this Guidebook.

#### A6.7.17 Sharing And Resale Of Basic Local Exchange Service Listing

A client of a Sharing and Resale of Basic Local Exchange Service may request the reseller on his behalf, to obtain one main listing in the alphabetical section of the directory without charge, as specified in Section A27. Other listings, as specified in this Guidebook section, are also available upon reseller request for the client. All appropriate charges, *terms and conditions* for directory listings specified herein are applicable to clients' listings. Client listings will be billed to the reseller (customer of record) and will not be separately billed. (T)

#### A6.7.18 Special Text Listing (Business)

**(DELETED)**

- A. A special text listing provides instructions for directing incoming calls after hours during specific time periods or calling information for a specific service/department. (D)
- Example: For The Following Zip Codes 30506 30408 30532 30533 30534
- B. A special text listing does not include a number and must be followed by at least one other listing which does include a number.
- C. Rate Application
  - 1. Special Text Listing

	<b>Monthly</b>	<b>USOC</b>
	<b>Rate</b>	<b>XLL</b>
(a) per line	<b>\$1.80</b>	

**A6. DIRECTORY LISTINGS**

**A6.7 Miscellaneous Listing (Cont'd)**

**A6.7.19 Stylist Service Listing**

(DELETED)

- A. Where available, a subscriber may request to have the assigned number listed in the directory using upper case alpha characters and/or numeric characters in lieu of standard numeric characters. Use of Stylist service listing is not exclusive to any single subscriber. The symbols "#" and "\*" may not be used with this service. The digits "O" and "I" may not be used to represent the letters "O" and "I" respectively in a Stylist service number. The Company reserves the right to reject a Stylist service listing when, in its sole judgment, such listing is objectionable or would tend to delay or impede the use of the directory. (D)
- B. Prior to establishing a Stylist service listing, the Company reserves the right to require, when necessary, in its sole judgment, satisfactory evidence from the subscriber that the subscriber is authorized to use any trade name, business name, or any other name or term, requested by the subscriber, which is copyrighted or otherwise reserved. (T)
- C. Subscriber requests for special number assignments will be handled under the rates, *terms and conditions* described for Special Number Assignment Charges in Section A4. (T)
- D. Subscribers who request that their existing number(s) be listed as a Stylist service listing will not incur a Special Number Acquisition Charge. (T)
- E. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing or not publishing a Stylist service listing in the directory shall attach to the Company. The Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication or omission of a Stylist service listing.
- F. The rates for Stylist service listings as follows are in addition to any applicable special number acquisition charges or any other appropriate listing charge.
- G. Rate Application
  - 1. Stylist Service Listing

	<b>Monthly</b>	
	<b>Rate</b>	<b>USOC</b>
(a) Business, each	<b>\$3.50</b>	<b>RNCAF</b>
(b) Residence, each	<b>2.50</b>	<b>RNQAF</b>

**A6.7.20 Telephone Answering Service Listing**

(DELETED)

- A. A client of a telephone answering service may list the number of the answering service with his name, or business name at the rates specified in B. (D)
- B. Rate Application (T)
  - 1. Telephone Answering Service Listing

	<b>Monthly</b>	
	<b>Rate</b>	<b>USOC</b>
(a) each	<b>\$2.10</b>	<b>9FK</b>

**A6. DIRECTORY LISTINGS**

**A6.7 Miscellaneous Listings (Cont'd)**

**A6.7.21 Reserved For Future Use**

**A6.7.22 Titles And Suffixes**

**(DELETED)**

- A. A title of address that precedes a name, such as Mrs., Rev., Dr., or Capt., may be included in a residence or a business personal name listing. (D)
- B. A professional designation(s) or educational degree(s), such as MD, CPA, CREA, or JP, is a suffix which may be included at the end of a business personal name listing.
- C. One title, educational degree, or professional suffix, as allowed in *paragraphs* A and B will be provided at no charge. Those, in excess of one, may be provided at the rates specified in *paragraph* E. (T)
- D. Notation of lineal descent, such as; Jr., Sr., and III, is considered to be part of the subscribers legal name, and not a title or a suffix.
- E. Rate Application

	<b>Monthly Rate</b>	<b>USOC</b>
1. Listing titles in excess of one		
(a) Residence, each	<b>\$1.20</b>	<b>XLDRX</b>
2. Titles, professionals and/or educational degrees, in excess of one		
(a) Business, each	<b>2.10</b>	<b>XLDCX</b>

Example:

Davis John MD FACP FACS 200 Main Av 322-7799

**A6.7.23 Reserved For Future Use**

**A6.7.24 Reserved For Future Use**

**A6.7.25 Designer Listings**

**(DELETED)**

- A. This service is only available to residence customers. (D)
- B. One Designer Listing option per customer listing is allowed with the exception of the Designer Line option which may be subscribed to in addition to the other Designer Listing options.
- C. Designer Listing options will not appear on directory assistance records, but will only be reflected in the published directory.
- D. Billing will begin with the subscriber's billing period following delivery of the directory in which the listing will appear.
- E. A Service Charge applies when an order is placed to purchase one or more of the following listing options. The Company may offer waiver of associated service charges during select promotion periods.



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## A6. DIRECTORY LISTINGS

### A6.7 Miscellaneous Listings (Cont'd)

#### A6.7.25 Designer Listings (Cont'd)

##### F. (Cont'd)

1. **Designer Bold**  
A directory listing that provides for a bolder print or heavier type of the subscriber's name, address and number. (T)
  2. **Designer Bold Plus**  
A directory listing that provides for a bolder print or heavier type of the subscriber's name, address and number plus additional space with a ruled line above and below the subscriber's listing information. (T)
  3. **Designer Script**  
A directory listing that provides for the subscriber's name, address and number to be printed in script, which depicts a stylish writing of the listing information. (T)
  4. **Designer Script Plus**  
A directory listing that provides for the subscriber's name, address and number to be printed in script, which depicts a stylish writing of the directory listing plus additional space with a ruled line above and below the subscriber's listing information. (T)
  5. **Designer Line Options**  
There are three Designer Line options, Designer Line (Standard), Bold Designer Line, and Script Designer Line. Each Designer Line purchased cannot exceed one printed directory line. A maximum of three (3) Designer Lines may be purchased per directory listing.
- Designer Line (Standard)**  
An extra text line that provides information in addition to the standard listing information (name, address and number) such as location, affiliations, social/civic positions held, volunteer services, etc. It could also include statements of a descriptive nature such as interests, profession, or personal information. (T)
- Designer Line Bold**  
An extra line of text in bolder print or heavier type that provides information in addition to the standard listing information (name address and number) such as location, affiliations, social/civic positions held, volunteer services, etc. It could also include statements of descriptive nature such as interests, profession, or personal information. (T)
- Designer Line Script**  
An extra line of text printed in script, a stylish writing form, that provides information in addition to the standard listing information (name, address and number) such as location, affiliations, social/civic positions held, volunteer services, etc. It could also include statements of descriptive nature such as interests, profession, or personal information. (T)

**A6. DIRECTORY LISTINGS**

**A6.7 Miscellaneous Listings (Cont'd)**

**A6.7.25 Designer Listings (Cont'd)**

**G. Rates and Charges**

**1. Per Listing**

	<b>Monthly Rate</b>	
(a) Designer Bold	<b>\$4.00</b>	<b>USOC LBB</b>
(b) Designer Bold Plus	<b>5.00</b>	<b>LBBAB</b>
(c) Designer Script	<b>4.00</b>	<b>SF8</b>
(d) Designer Script Plus	<b>5.00</b>	<b>DLMDX</b>
(e) Designer Line (Standard)	<b>5.00</b>	<b>XTL</b>
(f) Designer Line Bold	<b>6.00</b>	<b>DLMEX</b>
(g) Designer Line Script	<b>6.00</b>	<b>DLMFX</b>

**A6.7.26 N11 Service Listing**

**A.** The phrase "Charges Will Apply" will be included in the N11 Service listing at no additional charge.

## A7. COIN TELEPHONE SERVICE

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			(D)
			(D)

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## A7. COIN TELEPHONE SERVICE

**A7.1 (DELETED)**

**A7.2 (DELETED)**

**A7.3 Reserved For Future Use**

(M)

(M)

**Pages 1.1 through 6 are hereby deleted in their entirety and removed from this Guidebook.**

(N)

Material appearing on this page previously appeared on pages 2 and 6 of this section.

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## A7. COIN TELEPHONE SERVICE

### A7.4 Access Line Service For Customer-Provided Public Telephones

#### A7.4.1 Definition And Requirements

Access line service for customer-owned coin operated telephone (COCOT) is an exchange line service provided at the request of a subscriber for telecommunications use by the general public. This access line service is not available without an authorization number issued by the Tennessee Regulatory Authority (TRA). The term COCOT is used interchangeably within this *Guidebook* and in the TRA Rules and Regulations with Public Pay Telephone Service provided by an owner or operator who is not a public company certified by the TRA.

(T)

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## A7. COIN TELEPHONE SERVICE

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

#### A7.4.1 Definition and Requirements (Cont'd)

##### B. Additional Requirements

1. Completion of local and IntraLATA Toll Messages are provided by the Company.
2. The service is furnished subject to the condition that all applicable terms and conditions in Section A2 will be adhered to, with the exception of *paragraphs* 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)
3. The service is provided for use by the subscriber but may be used by others when so authorized by the subscriber, provided that all such usage is subject to the provisions of this guidebook.
4. This service is not subject to concessions.
5. This service may not be suspended at a reduced rate.
6. This access line may include an optional screening feature to prevent the operator from allowing toll charges against the subscriber's line. The operator also cannot perform coin collecting functions.
7. With the exception of Coin Refund and Repair Referral Service (CRS) provided in A7.10, the Company is not responsible for refunds of coins deposited in customer provided public pay telephones.
8. The subscriber to this service will be responsible for any and all toll charges billed to the subscriber's account.
9. The public pay telephone instrument must have an FCC Registration Number and must be connected to the Company's network in compliance with Part 68 of the FCC Rules and Regulations.
10. (DELETED)
11. The public pay telephone service may only be connected to access line service for customer provided public telephones as provided herein. It must be served on a single public telephone access line directly connected to the Company's network and billed at the guidebook rate.

---

## A7. COIN TELEPHONE SERVICE

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

#### A7.4.1 Definition and Requirements (Cont'd)

##### B. Additional Requirements (Cont'd)

12. Installation, maintenance, and operation of the public telephone instrument is the responsibility of the owner. Timely repairs shall be performed on the instruments by the owner; access lines are the responsibility of the Company.
13. For customers subscribing to Caller ID - Deluxe, as specified in *paragraph* A13.19.2.H, if the incoming call originates from a customer provided public pay telephone instrument, the name information transmitted will always be "Pay Phone".

(T)

#### A7.4.2 Reserved For Future Use

#### A7.4.3 Reserved For Future Use

**A7. COIN TELEPHONE SERVICE**

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

**A7.4.4 Reserved For Future Use**

**A7.4.5 Rates And Charges**

A. Access line service for customer-provided public telephones is provided on a usage rate basis. This access line service is not available without an authorization number provided by the *TRA*. (T)

1. Usage Rate

	<b>Monthly Rate</b>	<b>USOC</b>
a. Service Charge		
(1) Per Access Line		
(a) Basic Rate	<b>\$16.57</b>	<b>NA</b>
b. Local Usage		
(1) Local Usage		

	<b>Per Minute</b>	<b>USOC</b>
(a) Per Minute	<b>\$.0042</b>	<b>NA</b>

c. The following access line feature charge is applicable (where available) in addition to the monthly charges in *paragraphs* a and b. (T)

(1) Public telephone access line<sup>1</sup>

	<b>Monthly Rate</b>	<b>USOC</b>
(a) Unrestricted, two way, each	-	<b>14Q</b>
(b) Restricted, two way, each <sup>2,3</sup>	-	<b>1RQ</b>
(c) Unrestricted, outward, each	-	<b>11G</b>
(d) Restricted, outward, each <sup>2,3</sup>	-	<b>1KQ</b>
(e) Restricted, two way, each <sup>2,4</sup>	-	<b>12J</b>
(f) Restricted, outward, each <sup>2,3,6</sup>	-	<b>17J</b>
(g) Restricted, two way, each <sup>2,5</sup>	-	<b>12K</b>
(h) Restricted, outward, each <sup>2,3,7</sup>	-	<b>17K</b>
(i) Restricted, two way, each <sup>2,8</sup>	-	<b>12S</b>

**Note 1:** N11 Service as described in Section A39 is not available to access line service for customer-provided public telephone subscribers. (T)

**Note 2:** Provides operator screening.

**Note 3:** Provides central office blocking of 011+ calls direct distance dialed to numbers outside the North American Numbering Plan.

**Note 4:** Provides central office blocking of 7 or 10 digit local, 976, 1+DDD, all 101XXXX direct dialed calls and 1+900 calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to Customer-Provided Public Telephones are not allowed. Provides central office blocking of 011+ and 101XXXX 011+ calls.

**Note 5:** Provides central office blocking of 976, 1+DDD, all 101XXXX direct dialed calls and 1+900 calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to Customer-Provided Public Telephones are not allowed. Provides central office blocking of 011+ and 101XXXX 011+ calls.

**Note 6:** 1+900, 7 or 10 digit local, 1+DDD and 976 are blocked from completion.

**Note 7:** 1+900, 1+DDD and 976 are blocked from completion.

**Note 8:** Provides central office blocking of 976 and 1+900 calls



**A7. COIN TELEPHONE SERVICE**

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

**A7.4.5 Rates And Charges (Cont'd)**

**A.** (Cont'd)

- 2. The following charge will apply for reconnection due to disconnection for a violation of this *Guidebook* or violation of the Rules of the *TRA* as outlined in Chapter 1220-4-2. (T)

	<b>Nonrecurring Charge</b>	<b>USOC</b>	
(a) Reconnection Charge	<b>\$58.50</b>	<b>NA</b>	
3. Service charges are applied on the same basis as for individual line business service covered in Section A4.			(T)
4. At the request of the subscriber, Touch-Tone Calling Service may be provided as covered in Section A13.			(T)
5. Trouble Determination Charges are applied on the same basis as for individual line business service covered in Section A4.			(T)
6. (DELETED)			
7. Operator handled local calls will be billed to the end user at the rate specified in <i>paragraph</i> B, plus the appropriate operator service charge specified in Section A3.			(T)
8. Operator handled intraLATA toll calls will be billed to the end user at the rates, including the appropriate operator services charge, specified in Section A18.			(T)

**A7. COIN TELEPHONE SERVICE**

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

**A7.4.5 Rates And Charges (Cont'd)**

**A.** (Cont'd)

- 9. Zone charges are charged on the same basis as applies to other types of individual line service.
- 10. Directory listings in connection with two-way public telephone access lines are furnished under the same rates, *terms and conditions* in Section A6., as other business service. Listings are not available for outward coinless public telephone access lines. (T)
- 11. Non-sent paid local calls will be rated to the end user at the rate set specified in *paragraph* B, plus the appropriate operator surcharge in Section A3. (T)

**B.** Local End User Message Charge<sup>1</sup>

**C.** BellSouth PSP Reward Plan

1. Definition and Requirements

- a. The BellSouth PSP Reward Plan provides the PSP a reward, ranging from 0 percent to 10 percent of the full price of the service, exclusive of taxes and fees, for a term commitment of 12 or 24 months to be applied monthly, one month in arrears. The BellSouth PSP Reward Plan term rewards are as follow:

	<b>12 Month Reward</b>	<b>24 Month Reward</b>
(1) 15 - 50 access lines	<b>3.5%</b>	<b>5%</b>
(2) 51 - 200 access lines	<b>4%</b>	<b>6%</b>
(3) 201 - 400 access lines	<b>5%</b>	<b>7.5%</b>
(4) 401 - 800 access lines	<b>6%</b>	<b>9%</b>
(5) 800+ access lines	<b>7%</b>	<b>10%</b>

- b. Applicable taxes and fees will be based on the full price of all services, and no taxes or fees will be added to the amount of any reward under this program. The reward for each month will be reflected as a credit in the Other Charges and Credits section of the subscriber's bill in the month following the month to which the reward relates.
- c. The BellSouth PSP Reward Plan term structure will become effective when an authorized agent of the Company executes a Letter of Intent for the BellSouth PSP Reward Plan.
- d. The BellSouth PSP Reward Plan offers a reward on the access line rates in A.1. The reward applied will be based on the number of PSP access lines subscribed to the BellSouth PSP Reward Plan and the term commitment agreed upon.
- e. The PSP must subscribe all its payphone lines to the Company's Access Line Service for Customer Provided Public Telephones.
  - (1) (DELETED)
  - (2) (DELETED)
  - (3) This plan does not apply to Inmate lines.
- f. The PSP agrees to send all 0+ local and intraLATA calls (not previously encumbered) to the Company. These calls must:
  - (1) originate from a line associated with the subscribing PSP's account, (T)
  - (2) originate and terminate in the same LATA,
  - (3) be carried and completed by the Company via Company facilities and
  - (4) be billed by the Company.

**Note 1:** Pursuant to the Federal Communication Commission's Report and Order and Order on Reconsideration in CC Docket No. 96-128, the local coin rate charged to end users is market based as of October 7, 1997.

## A7. COIN TELEPHONE SERVICE

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

#### A7.4.5 Rates And Charges (Cont'd)

- C. BellSouth PSP Reward Plan (Cont'd) (T)
  - 1. Definition and Requirements (Cont'd)
    - g. A charge may be assessed, at the discretion of the Company, to PSP subscribers who terminate or violate the requirements outlined in this section prior to the expiration of the term commitment.
      - (1) The amount to be assessed for a Letter of Intent for the BellSouth PSP Reward Plan executed on or before April 10, 2003 will be as follows: (T)
        - (a) If the termination or violation occurs within the first 12 months of a new agreement or contract extension, 50 percent of the monthly access line rate multiplied by the number of months remaining in the term agreement, then multiplied by the number of lines subscribed to the BellSouth PSP Reward Plan on the termination date of the agreement; (T)
        - (b) If the termination or violation occurs within the second 12 months of a 24 month agreement or contract extension, 25 percent of the monthly access line rate multiplied by the number of months remaining in the term agreement, then multiplied by the number of lines subscribed to the BellSouth PSP Reward Plan on the termination date of the agreement. (T)
      - (2) For Subscriber's under a BellSouth PSP Reward Plan Letter of Intent dated after April 10, 2003, if the Subscriber terminates or becomes ineligible for the BellSouth PSP Reward Plan prior to the expiration of the term commitment, the charge shall be computed in accordance with A2.4.10. (T)
  - h. The rates listed in A7.4.5.A.1 for access line service are stabilized under the BellSouth PSP Reward Plan for the term of the agreement and these lines will be exempt from Company initiated increases. Decreases in the access line charges that are initiated by the Company will be passed along to the subscriber, however: (T)
    - (1) The Company reserves the right to restructure the BellSouth PSP Reward Plan structure upon mandated rate reductions from the FCC, the Public Service Commissions and/or the Public Utility Commissions, to include rate rebalancing efforts. (T)
 

Any revisions to the BellSouth PSP Reward Plan will be made such that the subscribers will be charged a rate not to exceed the mandated rate and not to exceed the previous Reward Plan contracted rate. (T)

#### A7.4.6 Reserved For Future Use

#### A7.4.7 Customer Provided Public Inmate Calling Service (CPPICS)

- A. Access line service for customer-provided public telephone service when provided for exclusive use of inmates (hereafter called Customer-Provided Public Inmate Calling Service, or CPPICS) served within the confines of a penal, correctional or mental institution.
- B. Generally, access lines to this service must be dedicated with one line for each station located within the inmate served area. The only permitted exception to this requirement is as follows:
 

When a station cannot be accessed by an end user, the access line which otherwise would have served that station may be used to serve a station which can be accessed by an end user. The resulting service must be such that every station which can be accessed by an end user at any given time must be provided access to the public switched network on the same basis as single party service.
- C. Charges to initiate public calls utilizing these access lines are not to exceed the amounts specified in A7.4.5.B for local messages, and long distance message charges specified in A18. (T)
- D. In lieu of Public Telephone Access Service as described elsewhere in A7.4, CPE stations subscribing to CPPICS are provisioned by the customer as follows:
  - 1. May be arranged for outward only calling.
  - 2. May be arranged to terminate calls after a certain amount of conversation time, or in cases of emergency in accordance with any Rules and Regulations of the TRA and upon notification to the Company of such an arrangement. The Company will not provide credit or equivalent service to the called or calling parties for such calls.
  - 3. Shall be arranged to block Directory Assistance calls.
  - 4. Unrestricted public telephone service may be provided at the administrator's request in a fully supervised location.

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## **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.
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.
8. May be arranged to block access to certain 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)**

## **A8. TELEPHONE ANSWERING SERVICE FACILITIES**

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## **A8. TELEPHONE ANSWERING SERVICE FACILITIES**

**A8.1 General Provisions (Obsoleted, See Section A108)**

**A8.2 Rates And Charges (Obsoleted, See Section A108)**

(M)

**Pages 2 through 13 are hereby deleted in their entirety and removed from this Guidebook.**

(N)

Material appearing on this page previously appeared on page(s) 2 of this section.

## FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

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## A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

### A9.1 Foreign Exchange Service

#### A9.1.1 Terms and Conditions

- A. Foreign Exchange Service is exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served. (T)
- B. Foreign Exchange Service is offered in connection with Flat Rate or Measured Rate Individual Main Station Line Service and Flat Rate or Measured Rate PBX Service and Centrex or ESSX-1 Service only. These channels may be furnished on a link (partial channel) basis when connected to FlexServ service, and/or MegaLink channel service. (T)
- C. Other services, equipment or facilities used in connection with Foreign Exchange Service, except as otherwise indicated in this *Guidebook*, are furnished subject to the rates, *terms and conditions* applying in the foreign exchange from which the subscriber is served. (T)
- D. Foreign Exchange Service is furnished subject to the same restrictions as to the use of the service by other than the subscriber and his representatives, as apply in connection with other classes of service.
- E. Subscribers to Foreign Exchange Service are not required to subscribe to other service in the exchange from which they would normally be served except where the normal exchange has Extended Area Service with the foreign exchange.
- F. When the foreign exchange from which service is requested has more than one exchange and/or central office in its Local Calling Area, the Company shall determine from which of the exchanges and central offices service will be furnished. When two or more companies are involved in furnishing the service, such determination may be made only with the consent of the company which operates the exchange from which the service will be furnished.
- G. Allowance for interruption on the interexchange channel is the same as specified for Type 2001 interexchange channels in the Private Line *Guidebook*. (T)

#### A9.1.2 Reserved For Future Use

#### A9.1.3 Rates And Charges

- A. Methods Of Applying Rates (T)
 

The rate for Foreign Exchange Service is the nonrecurring and monthly rate for Flat or Measured Rate Individual Main Station Line Service, PBX Flat or Measured Rate Trunk Line applicable within the serving foreign exchange, plus mileage, usage (not applicable to residence customers and channels where the originating and terminating ends are located within the same Local Calling Area), and installation charges specified in *paragraph* A9.1.3, and the service charges specified in Section A4. For Centrex and ESSX-1 off-premises stations the Centrex or ESSX-1 service applicable within the Base Rate Area of the serving foreign exchange applies, plus mileage and installation specified in *paragraph* A9.1.3, and the service charges specified in Section A4.



**A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE**

**A9.2 Foreign Central Office Service**

**A9.2.1 General**

- A. Foreign Central Office Service is exchange service furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished.
- B. Foreign Central Office Service is offered in connection with Flat Rate or Measured Rate Individual Line Main Station Service and Flat Rate or Measured Rate PBX Service.
- C. Other services, equipment or facilities used in connection with Foreign Central Office Service, except as otherwise indicated in this *Guidebook*, are furnished subject to the rates, *terms and conditions* applying in the foreign central office from which the subscriber is served. (T)
- D. Alternate routing of this service may be provided on a direct serve basis to the subscriber's premises from the requested foreign central office on an individual case basis as specified in Section A5, subject to the following conditions: (T)
  - 1. The subscriber must maintain a minimum of fifty percent of the trunks/lines from the central office from which service would normally be furnished.
  - 2. Rates and charges for all components of the service will continue to apply as specified in *paragraphs* A9.2.2.A and B, with the exception of those applicable for Type 2145 channel(s). The monthly rate for the class of service desired will be based on the rates applicable from the foreign central office, but will be no less than the rates for that service from the subscriber's normal serving wire center. Additionally, rates and charges as specified in A5 will apply on an individual case basis. (T)

**A9.2.2 Rates And Charges**

- A. Methods Of Applying Rates (T)
 

The rate for Foreign Central Office Service is the monthly rate for the class of service desired, plus a foreign central office mileage charge as shown in *paragraph* A9.2.2.B for the distance, airline measurement, between the central office from which the subscriber would normally be served and the foreign central office (i.e., the central office from which the subscriber desires to be served). In addition, the subscriber is charged any Zone Mileage Charge which would apply for connection with the central office from which service normally would be rendered.
- B. The service charges for connection, move or charge of service specified in Section A4 apply in addition to the installation charge.
  - 1. Type 2145
    - a. Interoffice Channel including the Channel Terminals
      - (1) Per channel

	<b>Installation Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>
(a) First 1/4 mile	<b>\$28.00</b>	<b>\$33.50</b>	<b>1LX4R</b>
(b) Each additional 1/4 mile or fraction thereof	-	<b>.40</b>	<b>1LX4X</b>

**A9.3 Reserved For Future Use**