

TARIFF DISTRIBUTION

FILE PACKAGE NO.: TN-15-0054

DATE: December 1, 2015

STATE: TENNESSEE

EFFECTIVE DATE: 12/01/2015

TYPE OF DISTRIBUTION: Approved

PURPOSE: TN Guidebook Cleanup A003 A005

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule

A3.2.1 Flat Rate Schedule

The rates specified herein, with zone mileage charges when applicable to service furnished outside the base rate area of an exchange, entitle subscribers to an unlimited number of messages to all station lines bearing the designation of central offices within the serving exchange and additional exchanges as shown in A3.6, Local Calling Areas. (M)

A. The following schedule of monthly rates is applicable to Flat Rate Main Station Line Service which is available only on an individual line (1-Party) basis:

1. Rate Groups include Main Station Lines, PBX Trunks, and Centrex Main Station Lines.

		Residence	Business	USOC
(a)	Group 1 (0 - 12,000)	\$25.00	\$110.00	NA
(b)	Group 2 (12,001 - 27,000)	25.00	110.00	NA
(c)	Group 3 (27,001 - 85,000)	25.00	110.00	NA
(d)	Group 4 (85,001 - 300,000)	25.00	110.00	NA
(e)	Group 5 (300,001 - 500,000)	25.00	110.00	NA

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.2 Reserved For Future Use

A3.2.3 Measured Rate Schedule

A. The following schedule of monthly rates is applicable to Individual Line or Trunk Measured Rate Service in locations where facilities are available.

Measured rate service will not be offered where RegionServ is available with the exception of service provided to customer-provided public telephone (See A3.1.E.).

Measured rate service requires special equipment and arrangements and is furnished only when such equipment and arrangements are available. (M)

The rates specified, with zone charges applicable to those services furnished outside the BRA of an exchange, entitle subscribers to a usage allowance for calls completed to stations in the local calling area, i.e., all stations bearing the designation of central offices of the serving exchange and additional exchanges as shown in A3.6, Local Calling Areas. (M)

Charges for local usage in excess of the allowances are specified *herein*, and are based on mechanized records kept of all calls originated on the line. (T)(M)

1. Rate groups include Main Station Lines, PBX Trunks, and Centrex Main

		Residence (Obsoleted, See Section A103)	Business	USOC
(a)	Group 1 (0 - 12,000)		\$110.00	NA
(b)	Group 2 (12,001 - 27,000)		110.00	NA
(c)	Group 3 (27,001 - 85,000)		110.00	NA
(d)	Group 4 (85,001 - 300,000)		110.00	NA
(e)	Group 5 (300,001 - 500,000)		110.00	NA

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.3 Measured Rate Schedule (Cont'd)

A. (Cont'd)

2. The following exchange is an exception to the Statewide Group.

	Residence (Obsoleted, See Section A103)	Business	USOC
(a) Lyles (group 2B)		\$110.00	NA
(b) Bulls Gap (group 3B)		110.00	NA
(c) Cedar Grove (group 1C)		110.00	NA
(d) Big Sandy (group 2C)		110.00	NA
(e) Summertown (group 2D)		110.00	NA

B. In addition to the rates stated *herein*, usage charges in *paragraph C* apply for all dialed sent paid local calls completed in excess of the Usage Allowance for Business Service. (T)

1. Usage Allowance (M)

	Usage Allowance	USOC
(a) (Obsolete, See Section 103)		
(b) (Obsolete, See Section 103)		
(c) Business	\$10.00	NA

When a customer subscribes to more than one measured rate line on the same premises and the lines are group billed and are on the same service account, the local usage charges on all such lines are combined. If usage allowances are applicable, they are also combined to determine the amount of charges for usage in excess of such allowances. Usage charges and/or usage allowances shall not be combined for measured rate lines structured on separate service accounts. (M)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

(M)

C. Usage Rates

- 1. The following rates apply for all local usage.
 - a. Usage Rates - Local Measured Service (except Customer-Provided Public Telephones)
 Partial minutes count as full minutes for each individual call completed.
 - (1) Band A

	Rate Per Minute Of Use	USOC
(a) Initial Minute	\$.04	NA
(b) Additional Minute	.02	NA

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.4 Message Rate Schedule

The following schedule of monthly rates is applicable to Individual Line Message Rate Main Station Line Service in locations where facilities are available.

The rates specified, with a zone charge when applicable to service furnished outside the BRA of an exchange, entitle subscribers to the number of messages specified to all stations in the local calling area; i.e., all stations bearing the designation of central offices of the serving exchange and additional exchanges as shown in A3.6., Local Calling Areas. Additional local calling area messages placed over the line during a month are charged for at the rates specified following based on mechanized records kept of all calls originated on the line. When a customer subscribes to more than one message rate line, (M1)

1. If the lines are non-consecutive each line is considered separately in determining additional messages; or (M1)
2. If the lines are consecutive the messages on all lines and the combined message allowance is used in determining billable additional messages. (M1)

- A. A local message charge applies in addition to the rates shown for Business Message Rate Individual Line Service (*see paragraph C.*) (T)

1. *Reserved for Future Use* (M2)
 - (a) *Reserved for Future Use* (M2)

- B. (Obsolete, See Section A103)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.4 Message Rate Schedule (Cont'd)

C. Business Individual Line Service
(Only where offered)

	Monthly Rate	USOC	
1. Rate groups include Main Station Lines, PBX Trunks, and Centrex Main			
(a) Group 1 (0 - 12,000)	\$110.00	1MB	
(b) Group 2 (12,001 - 27,000)	110.00	1MB	
(c) Group 3 (27,001 - 85,000)	110.00	1MB	
(d) Group 4 (85,001 - 300,000)	110.00	1MB	
(e) Group 5 (300,001 - 500,000)	110.00	1MB	
2. The monthly rates stated <i>herein</i> include an allowance per line for dialed sent paid local calls.			(T)
(a) Allowance, <i>75 per line (rated at \$.10 each)</i>		NA	(M)(T)
(b) <i>Additional Local Message Charge, per call</i>	.10	NA	(M)

A3.2.5 Centrex Rate Schedule

See Section A110 of this Guidebook.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.6 ESSX-1 Rate Schedule

See Section A112.

A3.2.7 Reserved For Future Use

A3.2.8 Reserved for Future Use

(T)

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.

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.

L. All *terms and conditions* 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.

(T)

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 *herein*, including a flat rate access line. Touch-Tone Calling service is included in this service at no additional charge. (T)
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.
4. Subscribers to any of the Area Plus services receive a thirty percent discount on rates specified in *paragraph* A18.3.1.B.2.b.(1). This discount is applied after the appropriate time period discounts specified in *paragraph* 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. (T)
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. *Terms, conditions* and limitations specified in *paragraph* A103.2.10 for Complete Choice service apply to these options of Area Plus service.¹ (T)
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. *Terms, conditions* 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 (T)
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

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.14 Complete Choice Enhanced Service

A. General

1. Complete Choice Enhanced service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features in the sections specified:

- A13.9 Custom Calling Services excluding Customer Control¹ and Multipath¹ versions of the Call Forwarding features
- A13.19 TouchStar services excluding Personalized Ring 6¹, Caller ID-Basic and Calling Number Delivery Blocking-Permanent¹
- A13.34 RingMaster service
- A13.47 Message Waiting Indication

A subscriber may select an unlimited number of compatible services or features from the services/features listed above. All **terms, conditions** and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service. (T)

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing customers of Complete Choice Enhanced service can not take advantage of special promotions for Complete Choice Enhanced service or any of the services/features specified in **paragraph** 3, unless specifically allowed by the terms of the special promotion. (T)
6. Complete Choice Enhanced service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

1. Individual line service

	Suspend Rate	Monthly Rate	USOC
(a) Per plan package	\$7.50	\$34.00	PAMA8

C. Complete Choice Enhanced Retention Offer

Existing residential customers who call to disconnect their local service may be eligible to receive an \$8 monthly bill credit for 12 months on a maximum of 2 access lines. The following conditions apply: (T)

1. Customer must have or newly subscribe to Complete Choice Enhanced to be eligible for this offer.
2. Complete Choice Enhanced is required on each line receiving the discount.
3. The access line(s) must be in service for a minimum of 60 days before the customer is eligible for this offer.
4. AT&T employees are not eligible for this offer.
5. This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$16).
6. This offer may not be combined with other residence line retention offers, including but not limited to the \$6 x 12 Mo. Residence Access Line Retention Offer.
7. Eligible customers are existing AT&T residential customers who have a primary access line, or a primary access line with an additional access line(s), and are calling to disconnect one or more access lines.
8. This offer is only available for retention purposes.
9. Customers must retain the required services for 30 days to receive the benefit of this offer.
10. The monthly bill credit will cease if the customer disconnects the line or the package, or moves from their current location.
11. Eligible customers may only receive this offer once during the offer benefit period.
12. AT&T may discontinue this offer upon 14 day notice or less.

Note 1: These features are available separately as specified in A13.9 or A13.19.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.15 Complete Choice Basic Service

A. General

1. The Complete Choice Basic service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:

- A13.9 Call Waiting ID
- A13.19 Caller ID

A subscriber must select Caller ID and, in addition, may select Call Waiting ID. All rules, *terms, conditions* and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing subscribers of the Complete Choice Basic service can not take advantage of special promotions for the Complete Choice Basic service or any of the features/services specified in *paragraph* A3.2.15.A.3, unless specifically allowed by the terms of the special promotion.
6. Complete Choice Basic service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

1. Individual line service

(a) Per plan package

Suspend Rate	Monthly Rate	USOC PAMA7
\$7.50	\$30.00	PAMA7

C. Complete Choice Basic Offer

Eligible residential subscribers who purchase local service with AT&T and subscribe to and retain the Complete Choice Basic (CCB) package may receive a monthly bill credit for 12 months, on up to two lines, that will provide a net price of \$15.00 for the CCB package.

Terms and Conditions

1. Eligible subscribers are those residential subscribers who have at least one local exchange access line or a substitute (e.g. wireless or VoIP service) with a provider other than the Company at a service location that can be served by the Company.
2. Eligible subscribers must request the qualifying service at the same address as the existing service, unless they are planning an imminent move – within 30 (thirty) days of responding to the offer – from one address in an AT&T incumbent local exchange service area to another address in an AT&T incumbent local exchange service area.
3. The subscriber is required to subscribe to AT&T for local service and purchase the Complete Choice Basic package on each line receiving the credit.
4. Eligible subscribers will receive a bill credit for 12 months on up to two lines that will provide a net price of \$15.00 for each Complete Choice Basic package. If the subscriber discontinues the package, the credits will cease.
5. This offer may not be combined with other local service offers that provide a monthly recurring credit or discount, but may be combined with an offer that waives the nonrecurring installation/service charge(s).
6. Subscribers must keep the CCB package for 30 days to receive the benefits of this offer.
7. This offer is not available to subscribers who are switching service between affiliated companies.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Reserved For Future Use

A3.4 (DELETED)

(D)

A3.5 Reserved For Future Use

A3.6 Local Calling Areas

A3.6.1 General

The rates specified in A3.7.1 entitle subscribers to access all stations bearing the central office designations of additional exchanges as shown following. The local calling area of the exchange in the left-hand column also includes the exchanges listed in the right-hand column.

(T)

Exchange [LATA]	Additional Exchanges
Adams-Cedar Hill [Nashville]	Cross Plains-Orlinda, Goodlettsville, Greenbrier, LaVergne ¹ (Davidson County subscribers only), Nashville, Nolensville ¹ (Davidson County subscribers only), Old Hickory, Springfield, White House
Arlington [Memphis]	Collierville, Covington, Drummonds ¹ , LaGrange, Mason ¹ , Memphis, Millington ¹ , Moscow (including South Moscow, MS and vicinity which is part of the Moscow exchange), Munford ¹ , Rosemark ¹ , Shelby Forest ¹ , Somerville, West Whiteville
Ashland City [Nashville]	Goodlettsville, Kingston Springs, LaVergne ¹ (Davidson County subscribers only), Nashville, Nolensville ¹ (Davidson County subscribers only), Old Hickory, Pleasant View, South Fredonia
Athens [Knoxville]	Charleston, Decatur, Englewood ¹ , Etowah, Niota ¹ , Riceville ¹
Bean Station [Knoxville]	Bulls Gap, Concord ¹ , Halls Crossroads ¹ , Knoxville, Mascot-Strawberry Plains, Morristown, Powell ¹ , Rutledge ¹ , Solway, Tate Springs ¹ , Washburn ¹
Bells [Memphis]	Alamo ¹ , Friendship ¹ , Maury City ¹
Bent Creek [Knoxville]	Chestnut Hill, Concord ¹ , Halls Crossroads ¹ , Knoxville, Mascot-Strawberry Plains, Newport (including Waterville, NC and vicinity which is part of the Newport exchange), Powell ¹ , Solway

Note 1: Independent Company Exchange

A3. BASIC LOCAL EXCHANGE SERVICE

A3.6 Local Calling Areas (Cont'd)

A3.6.1 General (Cont'd)

Exchange [LATA]	Additional Exchanges
Whitwell [Chattanooga]	Apison ¹ , Chattanooga (Tennessee subscribers only), Collegedale ¹ , Georgetown, Jasper, Ooltewah ¹ , Soddy-Daisy, South Pittsburg
WilliamSPORT [Nashville]	Columbia, Culleoka, Hampshire, Mount Pleasant, North Spring Hill, Santa Fe, Spring Hill
Winchester [Nashville]	Estill Springs ¹ , Huntland, Sewanee

A3.6.2 Exceptions

1. County-Wide Calling

In addition to the local calling areas as described in A3.6.1, toll free calling on a (1+) or (0+) basis is provided between all local exchange service located within the same county. Toll charges will be eliminated on these calls; however, these calls will be rated and charged as local calls for customers who subscribe to a local usage based pricing option. On operator assisted calls, appropriate local operator service charges will apply. Intra-county toll calls that terminate to a Local Exchange Company that is not participating in County-Wide Calling will be rated at appropriate toll charges found in Section A18. (T)

This service will be provided to subscribers moving into designated fringe areas within 7 days of the inward move when the exchanges are controlled by **AT&T** Tennessee. In other locations, a maximum of 30 days will be required to provide this service. (T)

These additional local calling areas are not provided to the following:

- Sent paid Customer-Provided Public Telephone Service
- Outward Wide Area Telecommunications Service (WATS) and 800 Service
- Originating Cellular Service
- Quoted Charges
- Foreign Exchange
- Remote Call Forwarding

Note 1: Independent Company Exchange

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups

(T)

A3.7.1 Flat Rate Exchanges

(T)

A. Rate Groups (R.G.)²

(M)(T)

Adams-Cedar Hill

R. G. 5

Arlington

R. G. 5

Ashland City

R. G. 5

Athens

R. G. 3

Bean Station

R. G. 4

Bells

R. G. 1

Bent Creek

R. G. 4

Benton

R. G. 3

Bethel Springs

R. G. 2

Big Sandy¹

R. G. 2C

Blanche

R. G. 2

Note 1: Exception Rate

Note 2: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)² (Cont'd)

(M)(T)

(T)

Bolivar

R. G. 2

Brownsville

R. G. 1

Bulls Gap¹

R. G. 3B

Camden

R. G. 1

Carthage

R. G. 1

Note 1: Exception Rate.

Note 2: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups² (Cont'd)

(M)(T)

(T)

Cedar Grove¹

R. G. 1C

Centerville

R. G. 1

Charleston

R. G. 4

Charlotte

R. G. 5

Chattanooga

R. G. 4

Chestnut Hill

R. G. 4

Clarksville

R. G. 3

Cleveland

R. G. 4

Clinton

R. G. 4

Collierville

R. G. 5

Columbia

R. G. 3

Copper Basin

R. G. 2

Covington

R. G. 5

Cross Plains-Orlinda

R. G. 5

Culleoka

R. G. 3

Cumberland City

R. G. 1

Note 1: Exception Rate.

Note 2: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)¹ (Cont'd)

(M)(T)

(T)

Cumberland Gap

R. G. 2

Cunningham

R. G. 3

Dandridge

R. G. 4

Dayton

R. G. 4

Decatur

R. G. 4

Dickson

R. G. 5

Dover

R. G. 1

Dyer

R. G. 2

Dyersburg

R. G. 2

Eagleville

R. G. 5

East Sango

R. G. 5

Elkton

R. G. 2

Etowah

R. G. 3

Note 1: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)¹ (Cont'd)

(M)(T)

Fairview

(T)

R. G. 5

Fayetteville

R. G. 2

Flintville

R. G. 2

Note 1: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups(Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)¹ (Cont'd)

(M)(T)

(T)

Fork Ridge
See A3.10.5

Franklin
R. G. 5

Fredonia
R. G. 3

Gallatin
R. G. 5

Gatlinburg
R. G. 4

Georgetown
R. G. 4

Gibson
R. G. 2

Gleason
R. G. 2

Goodlettsville
R. G. 5

Grand Junction
R. G. 2

Greenback
R. G. 4

Greenbrier
R. G. 5

Greenfield
R. G. 2

Halls
R. G. 1

Note 1: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)¹ (Cont'd)

(M)(T)

(T)

- Hampshire
R. G. 3
- Harriman
R. G. 4
- Hartsville
R. G. 1
- Henderson
R. G. 1
- Hendersonville
R. G. 5
- Henning
R. G. 1
- Hohenwald
R. G. 1
- Hornbeak
R. G. 2
- Humboldt
R. G. 2
- Huntingdon
R. G. 2
- Huntland
R. G. 2

Note 1: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)¹ (Cont'd)

(M)(T)

Jackson

R. G. 3

Jasper

R. G. 4

Jefferson City

R. G. 4

Jellico

R. G. 3

Kenton

R. G. 2

(T)

Note 1: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups² (Cont'd)

(M)(T)

(T)

Kingston

R. G. 4

Kingston Springs

R. G. 5

Knoxville

R. G. 5

LaFollette

R. G. 2

LaGrange

R. G. 5

Lake City

R. G. 4

Lawrenceburg

R. G. 2

Lebanon

R. G. 5

Lenoir City

R. G. 4

Lewisburg

R. G. 2

Lexington

R. G. 2

Loudon

R. G. 4

Lyles¹

R. G. 2B

Note 1: Exception Rate.

Note 2: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)¹ (Cont'd)

(M)(T)

(T)

- Lynchburg
 - R. G. 1
- Lynnville
 - R. G. 2
- Madisonville
 - R. G. 2
- Manchester
 - R. G. 3
- Maryville
 - R. G. 4

Note 1: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)¹ (Cont'd)

(M)(T)

(T)

Mascot-Strawberry Plains

R. G. 5

Mayrdville

R. G. 4

McEwen

R. G. 1

McKenzie

R. G. 2

Medi

R. G. 2

Memphis Metro

R. G. 5

Michie

See A3.10.6

Middleton

R. G. 2

Milan

R. G. 2

Morristown

R. G. 3

Moscow

R. G. 5 (Tennessee Only)

R. G. 1 (Mississippi Only)

Note 1: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)¹ (Cont'd)

(M)(T)

(T)

Mt. Pleasant

R. G. 3

Murfreesboro

R. G. 5

Nashville

R. G. 5

Newbern

R. G. 2

Note 1: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate *Groups* (Cont'd)

(T)

A3.7.1 Flat Rate *Exchanges* (Cont'd)

(T)

A. *Rate Groups (R.G)*¹ (Cont'd)

(M)(T)

(T)

Newport

R. G. 2

Normandy

R. G. 3

Norris

R. G. 4

North Spring Hill

R. G. 5

Oak Ridge

R. G. 4

Old Hickory

R. G. 5

Oliver Springs

R. G. 4

Palmyra

R. G. 3

Paris

R. G. 2

Petersburg

R. G. 3

Pleasant View

R. G. 5

Portland

R. G. 5

Note 1: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)¹ (Cont'd)

(M)(T)

(T)

- Pulaski R. G. 2
- Ridgely R. G. 1
- Ripley R. G. 1
- Rockwood R. G. 4
- Rogersville R. G. 2

Note 1: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)¹ (Cont'd)

(M)(T)

(T)

Sango

R. G. 3

Santa Fe

R. G. 3

Savannah

R. G. 2

Selmer

R. G. 2

Sevierville

R. G. 4

Sewanee

R. G. 2

Shelbyville

R. G. 2

Smyrna

R. G. 5

Sneedville

R. G. 1

Note 1: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)¹ (Cont'd)

(M)(T)

(T)

Soddy-Daisy

R. G. 4

Solwa

R. G. 5

Somerville

R. G. 5

South Cunningham

R. G. 5

South Fredonia

R. G. 5

South Fulton

See A3.10.7

South Guthrie

See A3.10.8

Note 1: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)² (Cont'd)

(M)(T)

(T)

South Oak Grove

See A3.10.9

South Pittsburg

R. G. 4

Spencer Mill

R. G. 5

Spring City

R. G. 4

Springfield

R. G. 5

Spring Hill

R. G. 3

Summertown¹

R. G. 2D

Surgoinsville

R. G. 2

Sweetwater

R. G. 2

Note 1: Exception Rate.

Note 2: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)¹ (Cont'd)

(M)(T)

(T)

Tiptonville

R. G. 1

Trenton

R. G. 2

Triune

R. G. 5

Troy

R. G. 2

Tullahoma

R. G. 3

Union City

R. G. 2

Vanleer

R. G. 5

Note 1: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.1 Flat Rate Exchanges (Cont'd)

(T)

A. Rate Groups (R.G.)¹ (Cont'd)

(M)(T)

(T)

- Wartrace
R. G. 2
- Watertown
R. G. 5
- Waverly
R. G. 1
- West Vanleer
R. G. 5
- West Sweetwater
R. G. 4
- West Whiteville
R. G. 5
- White Bluff
R. G. 5
- White House
R. G. 5
- White Pine
R. G. 4
- Whiteville
R. G. 2
- Whitwell
R. G. 4
- Williamsport
R. G. 3
- Winchester
R. G. 2

Note 1: See paragraph A3.2.1 for Flat Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate *Groups* (Cont'd)

(T)

A3.7.2 Message Rate *Exchanges*¹

(T)

- A. Individual Line Message Rate Service is offered only in the exchanges shown herein.

(M)

(M)

(M)

Note 1: Effective May 1, 2013, Message Rate Service is obsoleted for Residence customers.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate *Groups* (Cont'd)

(T)

A3.7.2 Message Rate *Exchanges*¹ (Cont'd)

(T)

B. *Rate Groups (R.G.)*³

(M)(T)

(T)

Arlington²

R. G. 5

Chattanooga

R. G. 4

Clarksville

R. G. 3

Collierville

R. G. 5

Fairview

R. G. 5

Franklin¹

R. G. 5

Goodlettsville

R. G. 5

Hendersonville

R. G. 5

Knoxville

R. G. 5

Mascot-Strawberry Plains²

R. G. 5

Maynardville²

R. G. 4

Memphis Metro

R. G. 5

Nashville

R. G. 5

Old Hickory

R. G. 5

Soddy-Daisy

R. G. 4

Note 1: Effective May 1, 2013, Message Rate Service is obsoleted for Residence customers.

Note 2: Exception: Message Rate Service is offered only in connection with Hotel and Hospital Private Branch Exchange Service as provided in A3.20.

Note 3: See paragraph A3.2.4 for Message Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate *Groups* (Cont'd)

(T)

A3.7.2 Message Rate *Exchanges* (Cont'd)

(T)

C. *Reserved for Future Use*

(M)(T)

D. (Obsolete, See Section A103)

1. (Obsolete, See Section A103)

Pages 31.1 through 35.1 are hereby deleted in their entirety and removed from this Guidebook.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.2 Message Rate Exchanges (Cont'd)

(T)

- E. (Obsolete, See Section A103)
 - 1. (Obsolete, See Section A103)
 - (a) (Obsolete, See Section A103)
 - 2. (Obsolete, See Section A103)
 - (a) (Obsolete, See Section A103)

A3.7.3 Reserved For Future Use

A3.7.4 Measured Rate Exchanges¹

- A. Individual line measured rate service is available only in certain central offices of the exchanges shown herein.

(M)

(M)

(M)

(M)

(T)

- 1. **Rate Groups (R.G.)²**
 - Adams-Cedar Hill
 - R. G. 5
 - Arlington
 - R. G. 5
 - Ashland City
 - R. G. 5
 - Athens
 - R. G. 3

Note 1: Effective May 1, 2013, Measured Rate Service and RegionServ are obsoleted for Residence customers.

Note 2: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate *Groups* (Cont'd)

(T)

A3.7.4 Measured Rate *Exchanges* (Cont'd)

(T)

A. (Cont'd)

1. **Rate *Groups* (R.G.)²** (Cont'd)

(M)(T)

Bean Station
R. G. 4

Bells
R. G. 1

Bent Creek
R. G. 4

Benton
R. G. 3

Bethel Springs
R. G. 2

Big Sandy¹
R. G. 2C

Blanche
R. G. 2

Bolivar
R. G. 2

Brownsville
R. G. 1

Bulls Gap¹
R. G. 3B

Camden
R. G. 1

Carthage
R. G. 1

Note 1: Exception Rate.

Note 2: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.4 Measured Rate Exchanges (Cont'd)

(T)

A. (Cont'd)

1. **Rage Groups (R.G.)²** (Cont'd)

(M)(T)

- Cedar Grove¹
 - R. G. 1C
- Centerville
 - R. G. 1
- Charleston
 - R. G. 4
- Charlotte
 - R. G. 5
- Chattanooga
 - R. G. 4
- Chestnut Hill
 - R. G. 4
- Clarksville
 - R. G. 3
- Cleveland
 - R. G. 4
- Clinton
 - R. G. 4
- Collierville
 - R. G. 5
- Columbia
 - R. G. 3
- Copper Basin
 - R. G. 2
- Covington
 - R. G. 5
- Cross Plains-Orlinda
 - R. G. 5
- Culleoka
 - R. G. 3

Note 1: Exception Rate.

Note 2: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.4 Measured Rate Exchanges (Cont'd)

(T)

A. (Cont'd)

1. **Rate Groups (R.G.)¹** (Cont'd)

(M)(T)

Cumberland City

R. G. 1

Cumberland Gap

R. G. 2

Cunningham

R. G. 3

Dandridge

R. G. 4

Dayton

R. G. 4

Decatur

R. G. 4

Dickson

R. G. 5

Dover

R. G. 1

Dyer

R. G. 2

Dyersburg

R. G. 2

Eagleville

R. G. 5

East Sango

R. G. 5

Elkton

R. G. 2

Etowah

R. G. 3

Note 1: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.4 Measured Rate Exchanges (Cont'd)

(T)

A. (Cont'd)

1. *Rate Groups (R.G.)¹* (Cont'd)

(M)(T)

Fairview

R. G. 5

Fayetteville

R. G. 2

Flintville

R. G. 2

Franklin

R. G. 5

Fredonia

R. G. 3

Gallatin

R. G. 5

Note 1: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.4 Measured Rate Exchanges (Cont'd)

(T)

A. (Cont'd)

1. Rate Groups (R.G.)¹ (Cont'd)

(M)(T)

- Gatlinburg
R. G. 4
- Georgetown
R. G. 4
- Gibson
R. G. 2
- Gleason
R. G. 2
- Goodlettsville
R. G. 5
- Grand Junction
R. G. 2
- Greenback
R. G. 4
- Greenbrier
R. G. 5
- Greenfield
R. G. 2
- Halls
R. G. 1
- Hampshire
R. G. 3
- Harriman
R. G. 4
- Hartsville
R. G. 1
- Henderson
R. G. 1
- Hendersonville
R. G. 5

Note 1: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.4 Measured Rate Exchanges (Cont'd)

(T)

A. (Cont'd)

1. *Rate Groups (R.G.)¹* (Cont'd)

(M)(T)

Henning

R. G. 1

Hohenwald

R. G. 1

Hornbeak

R. G. 2

Humboldt

R. G. 2

Huntingdon

R. G. 2

Huntland

R. G. 2

Jackson

R. G. 3

Jasper

R. G. 4

Jefferson City

R. G. 4

Jellico

R. G. 3

Kenton

R. G. 2

Kingston

R. G. 4

Kingston Springs

R. G. 5

Knoxville

R. G. 5

LaFollette

R. G. 2

Note 1: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.4 Measured Rate Exchanges (Cont'd)

(T)

A. (Cont'd)

1. **Rate Groups (R.G.)¹** (Cont'd)

(M)(T)

LaGrange

R. G. 5

Lake City

R. G. 4

Note 1: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate *Groups* (Cont'd)

(T)

A3.7.4 Measured Rate *Exchanges* (Cont'd)

(T)

A. (Cont'd)

1. *Rate Groups (R.G.)*² (Cont'd)

(M)(T)

Lawrenceburg

R. G. 2

Lebanon

R. G. 5

Lenoir City

R. G. 4

Lewisburg

R. G. 2

Lexington

R. G. 2

Loudon

R. G. 4

Lyles¹

R. G. 2B

Lynchburg

R. G. 1

Lynnville

R. G. 2

Madisonville

R. G. 2

Manchester

R. G. 3

Maryville

R. G. 4

Mascot-Strawberry Plains

R. G. 5

Maynardville

R. G. 4

Note 1: Exception Rate

Note 2: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.4 Measured Rate Exchanges (Cont'd)

(T)

A. (Cont'd)

1. **Rate Groups (R.G.)¹** (Cont'd)

(M)(T)

McEwen

R. G. 1

McKenzie

R. G. 2

Medina

R. G. 2

Memphis Metro

R. G. 5

Middleton

R. G. 2

Milan

R. G. 2

Morristown

R. G. 3

Moscow

R. G. 5 (Tennessee Only)

R. G. 1 (Mississippi Only)

Mt. Pleasant

R. G. 3

Murfreesboro

R. G. 5

Nashville

R. G. 5

Newbern

R. G. 2

Newport

R. G. 2

Note 1: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate *Groups* (Cont'd)

(T)

A3.7.4 Measured Rate *Exchanges* (Cont'd)

(T)

A. (Cont'd)

1. **Rate *Groups* (R.G.)¹** (Cont'd)

(M)(T)

Normandy

R. G. 3

Norris

R. G. 4

North Spring Hill

R. G. 5

Oak Ridge

R. G. 4

Note 1: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.4 Measured Rate Exchanges (Cont'd)

(T)

A. (Cont'd)

1. *Rate Groups (R.G.)¹* (Cont'd)

(M)(T)

Old Hickory

R. G. 5

Oliver Springs

R. G. 4

Palmyra

R. G. 3

Paris

R. G. 2

Petersburg

R. G. 3

Pleasant View

R. G. 5

Portland

R. G. 5

Pulaski

R. G. 2

Ridgely

R. G. 1

Ripley

R. G. 1

Rockwood

R. G. 4

Rogersville

R. G. 2

Sango

R. G. 3

Santa Fe

R. G. 3

Savannah

R. G. 2

Note 1: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.4 Measured Rate Exchanges (Cont'd)

(T)

A. (Cont'd)

1. *Rate Groups (R.G.)¹* (Cont'd)

(M)(T)

Selmer

R. G. 2

Sevierville

R. G. 4

Sewanee

R. G. 2

Shelbyville

R. G. 2

Smyrna

R. G. 5

Sneedville

R. G. 1

Soddy-Daisy

R. G. 4

Solway

R. G. 5

Somerville

R. G. 5

South Cunningham

R. G. 5

South Fredonia

R. G. 5

South Pittsburg

R. G. 4

Spencer Mill

R. G. 5

Spring City

R. G. 4

Note 1: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.4 Measured Rate Exchanges (Cont'd)

(T)

A. (Cont'd)

1. *Rate Groups (R.G.)²* (Cont'd)

(M)(T)

Springfield

R. G. 5

Spring Hill

R. G. 3

Summertown¹

R. G. 2D

Surgoinsville

R. G. 2

Sweetwater

R. G. 2

Note 1: Exception Rate.

Note 2: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

A3.7.4 Measured Rate Exchanges (Cont'd)

(T)

A. (Cont'd)

1. **Rate Groups (R.G.)¹** (Cont'd)

(M)(T)

- Tiptonville
 - R. G. 1
- Trenton
 - R. G. 2
- Triune
 - R. G. 5
- Troy
 - R. G. 2
- Tullahoma
 - R. G. 3
- Union City
 - R. G. 2
- Vanleer
 - R. G. 5
- Wartrace
 - R. G. 2
- Watertown
 - R. G. 5
- Waverly
 - R. G. 1
- West Sweetwater
 - R. G. 4
- West Vanleer
 - R. G. 5
- West Whiteville
 - R. G. 5
- White Bluff
 - R. G. 5
- White House
 - R. G. 5
- White Pine
 - R. G. 4

Note 1: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate *Groups* (Cont'd)

(T)

A3.7.4 Measured Rate *Exchanges* (Cont'd)

(T)

A. (Cont'd)

1. **Rate *Groups* (R.G.)¹** (Cont'd)

(M)(T)

Whiteville

R. G. 2

Whitwell

R. G. 4

Williamsport

R. G. 3

Winchester

R. G. 2

Note 1: See paragraph A3.2.3 for Measured Rate Schedule.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

(M1)

(M1)

(M1)

(M1)

(M1)

A3.8 Joint User (Obsoleted - See Section A103.)

(M2)

Pages 41.2 through 44 are hereby deleted in their entirety and removed from this Guidebook.

(N)

M1 - Material previously appearing on this page now appears on page(s) 2.1 of this section.

M2 - Material appearing on this page previously appeared on page(s) 43 of this section.

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.
- 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.
- L. All *terms and conditions* 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.

(T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.10 Local Exceptions (Cont'd)

A3.10.3 Maryville Special Foreign Exchange Service

- A. Within Special Foreign Exchange Service Areas as indicated on the Maryville Special Foreign Exchange Service Rate Area Map, Special Foreign Exchange Service providing Knoxville local service may be provided in lieu of regular Maryville Exchange Service. (T)
- B. Special Foreign Exchange Service, provided at rates indicated following, entitles subscribers access to all stations bearing a central office designation within the Knoxville local calling area specified in A3.6.1.
- C. Special Foreign Exchange Service is available only to subscribers located within the designated areas at the Knoxville Exchange Flat Rate Service rates, shown in A3.7.1, plus the following surcharge. (T)
 - 1. Monthly surcharge includes a listing in the Knoxville directory.
 - 2. Available only with Flat Rate service (except hotel-motel).

(a)	Individual Line and Trunk (Residence and Business - See exception. Also Residence Service available only to customers in service on January 20, 1980)	Residence \$6.60	Business \$14.25	USOC NA	(T)
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A3. BASIC LOCAL EXCHANGE SERVICE

A3.10 Local Exceptions (Cont'd)

A3.10.4 Memphis Metropolitan

- A. The Memphis Metropolitan Exchange Area consists of one Tennessee zone which is designated as Memphis and one Arkansas zone (*AT&T Arkansas*) which is designated as West Memphis. Rate schedules for the zone located in Tennessee are specified herein. (T)
- B. All messages from stations in the Tennessee zone of the Memphis Metropolitan Exchange Area to the Arkansas zone are furnished on a local message basis only.
- C. Foreign Zone Service
Individual Line Main Station Service or Private Branch Exchange Flat Rate Trunk Lines are furnished on a foreign zone basis as follows:
 - 1. The monthly rate for Individual Line Main Station Service or Private Branch Exchange trunk line applicable within the base rate area of the zone from which service is to be furnished.
 - 2. A mileage charge per mile or fraction thereof per month for each channel will apply for that portion of the airline measurement within Tennessee, where service is furnished to a subscriber within an Arkansas zone through a central office in a Tennessee zone or to a subscriber in a Tennessee zone through a central office in an Arkansas zone.

	Monthly Rate	USOC
(a) Mileage charge	\$4.00	NA
D. Inter-zone Private Line Service (T)		
Where private line service is furnished between the zone in Tennessee and the zone in Arkansas involving only two-point connections, a mileage charge per month, per airline mile or fraction thereof, applies for that portion of the measurement within Tennessee. (T)		
(a) Mileage charge	3.30	NA
E. Inter-zone Channels for Program Transmission in Connection with Loudspeakers and Sound Recording (T)		
Where non-equalized channels for program transmission in connection with loud-speakers and sound recording are furnished between the zone in Tennessee and the zone in Arkansas, mileage charges as shown <i>herein</i> apply for that portion of the measurement within Tennessee.		
(a) First 1/4 mile	4.40	NA
(b) Each additional 1/4 mile	1.65	NA

A3. BASIC LOCAL EXCHANGE SERVICE

A3.10 Local Exceptions (Cont'd)

A3.10.5 Fork Ridge

- A. For the area in and around Fork Ridge, Tennessee, which lies within and is a part of the local service area of the Middlesboro, Kentucky, exchange, principally located within the State of Kentucky, the exchange rates, *terms and conditions* are the same as those fixed for the services in Middlesboro by the Kentucky Public Service Commission, except that residence customers receive a \$3.00 monthly credit per line and business customers receive a \$0.90 monthly credit per line or trunk. In addition, zone charges do not apply to residence or business customers. Residence customers who subscribe to Complete Choice service receive a \$6.50 monthly credit per line instead of the \$3.00 monthly credit per line. Residence customers who subscribe to ISDN service specified in A42.2 receive a \$30.75 monthly credit per line instead of the \$3.00 monthly credit per line. (T)

A3.10.6 Michie

- A. For the area in and around Michie, Tennessee, which lies within and is a part of the local service area of the Corinth, Mississippi exchange principally located within the State of Mississippi, the exchange rates, *terms and conditions* are the same as those *posted in the Mississippi General Exchange Guidebook* for the services in Corinth, except that residence customers receive a \$6.55 monthly credit per line and business customers receive a \$4.35 monthly credit per line or trunk. In addition, zone charges do not apply to residence or business customers. Residence customers who subscribe to Complete Choice service receive an \$8.00 monthly credit per line instead of the \$6.55 monthly credit per line. Residence customers who subscribe to ISDN service specified in A42.2 receive a \$37.25 monthly credit per line instead of the \$6.55 monthly credit per line. (T)

A3.10.7 South Fulton

- A. For the area in and around South Fulton, Tennessee, which lies within and is a part of the local service area of the Fulton, Kentucky exchange principally located within the State of Kentucky, the exchange rates, *terms and conditions* are the same as those fixed for the services in Fulton by the Kentucky Public Service Commission except that residence customers receive a \$3.10 monthly credit per line and business customers receive a \$1.00 monthly credit per line or trunk. In addition, zone charges do not apply to residence or business customers. Residence customers who subscribe to Complete Choice service receive a \$6.50 monthly credit per line instead of the \$3.10 monthly credit per line. Residence customers who subscribe to ISDN service specified in A42.2 receive a \$31.00 monthly credit per line instead of the \$3.10 monthly credit per line. (T)

A3.10.8 South Guthrie

- A. For the area in and around South Guthrie, Tennessee, which lies within and is a part of the local service area of Guthrie, Kentucky exchange principally located within the State of Kentucky, the exchange rates, *terms and conditions* are the same as those fixed for the services in Guthrie by the Kentucky Public Service Commission except that residence customers receive a \$3.10 monthly credit per line and business customers receive a \$1.00 monthly credit per line or trunk. In addition, zone charges do not apply to residence or business customers. Residence customers who subscribe to Complete Choice service receive a \$6.50 monthly credit per line instead of the \$3.10 monthly credit per line. Residence customers who subscribe to ISDN service specified in A42.2 receive a \$31.00 monthly credit per line instead of the \$3.10 monthly credit per line. (T)

A3.10.9 South Oak Grove

- A. For the area in and around South Oak Grove, Tennessee, which lies within and is a part of the local service area of the Oak Grove, Kentucky exchange principally located within the State of Kentucky, the exchange rates, *terms and conditions* are the same as those fixed for the services in Oak Grove by the Kentucky Public Service Commission except that residence customers receive a \$3.75 monthly credit per line. In addition, zone charges do not apply to residence or business customers. Residence customers who subscribe to Complete Choice service receive a \$6.50 monthly credit per line instead of the \$3.75 monthly credit per line. Residence customers who subscribe to ISDN service specified in A42.2 receive a \$31.50 monthly credit per line instead of the \$3.75 monthly credit per line. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.10 Local Exceptions (Cont'd)

A3.10.10 Collierville and Memphis Extended Local Calling¹

A. Extended Local Calling is an optional calling plan available to business subscribers located in the Collierville and Memphis exchanges. This calling plan provides 7-digit direct dialed station-to-station calls from Collierville and Memphis to Byhalia, Hernando and Olive Branch, Mississippi.

B. Rates and Charges

1. The following rates are in addition to the basic exchange service provided elsewhere in this *Guidebook*. (T)

	Monthly Rate	USOC	
(a) (Obsoleted, See Section A103.)			
(b) Business, per line, trunk or ESSX service NAR	\$2.00	NA	(T)
2. In addition to the access line, customers are billed for all local calls at the charges described in <i>paragraphs</i> 3 and 4. Local usage charges for calls terminating in Bands H and I will not exceed \$13.00 for business customers per line, BellSouth MultiServ service per line, trunk, or ESSX service NAR or BellSouth MultiServ PLUS service NAR ¹ . (T)			

	Initial Minute	Each Additional Minute	USOC
3. The following usage rates apply for calls originating from the Collierville Main wire center and the Memphis wire centers of Germantown, Oakville, Southaven, Southland and Southwind to the terminating exchanges of Byhalia, Hernando and Olive Branch, Mississippi.			
(a) Band H (Special Band)	\$.04	\$.02	NA
4. The following usage rates apply for calls originating from the remaining Memphis wire centers of Bartlett, Cherokee, Chickasaw, Eastland, Frayser, Humphreys, Main, Midtown, Southside and Westwood to the terminating exchanges of Byhalia, Hernando and Olive Branch, Mississippi.			
(a) Band I (Special Band)	.07	.05	NA

5. Time of day discounts do not apply.

C. This plan is not available to customers who subscribe to Area Plus services, public pay telephone service, shared tenant service, message or measured rate service. (T)

D. Customers selecting the Extended Local Calling plan must subscribe to this service on all lines, trunks or ESSX service NARs on their premises. (T)

Note 1: Residence Collierville and Memphis Extended Local Calling Plans obsoleted effective April 8, 2002. See Section A103.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.11 Reserved For Future Use

A3.12 Network Access Register Usage Package

A3.12.1 General

The Network Access Register (NAR) Usage Package provides for exchange and long distance message network calling to and from main stations and attendant positions of an ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service system, or a system requiring trunk or line applications in conjunction with MegaLink channel service, FlexServ service, or LightGate service. The NAR Usage Package provides for Flat, Measured, or RegionServ network usage access. It is used in conjunction with a Network Access Limiter for ESSX service and Digital ESSX service as provided in Section A112. When ESSX service or Digital ESSX service Network Access Registers (NARs) are furnished on LightGate service, MegaLink channel service, or FlexServ service, Bulk Usage Measured Rate Service may be provided at the rates and charges described in A3.26. (T)

A3.12.2 Terms, Conditions And Application Of Rates

- (T)
- A. The charges listed in A3.12.3 for the Flat and Measured Rate Usage Packages for ESSX service and Digital ESSX service include Grouping Service. The charges listed in A3.12.3 for the Flat Rate Packages for MultiServ PLUS service and BellSouth Centrex service include Grouping Service. The charges listed for Flat Rate MegaLink channel service, FlexServ service, and LightGate service and the RegionServ Usage Package do not include grouping service. See A3.19.2 for grouping service rates. (T)
 - B. The Flat Rate NAR Usage package includes an unlimited number of dialed sent paid local calls.
 - C. For the Measured Rate NAR Usage Package, all limitations specified in A3.2.3 for Measured Rate Service apply.¹

For the RegionServ NAR Usage Package, all limitations specified in A3.2.9 for RegionServ apply.

Note 1: Where the RegionServ is available, Measured Rate NAR Usage Package will not be offered for new installation or transfer of service to a new location. (See A3.1.E)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.12 Network Access Register Usage Package (Cont'd)

A3.12.2 Terms, Conditions And Application Of Rates (Cont'd)

- D. All monthly rates and charges shown *herein* for NAR Usage Packages apply on a statewide basis. The rates shown are applicable whether the NAR Usage Package is used for Inward, Outward, or Both way applications. (T)
- E. The conditions and rates specified in other *guidebooks* for services which may be associated with these services are in addition to those specified herein. (T)

A3.12.3 Rates

	Monthly Rate	USOC
A. Per Flat Rate NAR Usage Package, each		
1. Charges - ESSX service and Digital ESSX service		
(a) Inward only	\$55.04	EQB
(b) Outward only	55.04	EQC
(c) Both way	55.04	EQA
2. Charges - MegaLink channel service, FlexServ service, and LightGate service		
(a) Inward only	32.79	NQP
(b) Outward only	32.79	NQT
(c) Both way	32.79	NQM
(c) DID Combination ¹	62.79	ND3
B. Per Measured Rate NAR Usage Package², each		
1. Charges - ESSX service and Digital ESSX service		
(a) Inward only	36.54	EQR
(b) Outward only	36.54	EQS
(c) Both way	36.54	EQP
C. Per RegionServ Rate NAR Usage Package,³ each		
1. Charges - ESSX service and Digital ESSX service		
(a) Inward only	12.79	3QMIX
(b) Outward only	12.79	3QMOX
(c) Both way	12.79	3QMCX
D. MultiServ PLUS Service or BellSouth Centrex service NAR Packages		
Rates shown are applicable to MultiServ PLUS service or BellSouth Centrex service applications		
1. Per Package		
(a) Both Way, Flat Rate	55.04	M9QCX
(b) One-way Inward, Flat Rate	55.04	M9Q1X
(c) One-way Outward, Flat Rate	55.04	M9QOX
(d) Both Way, Measured Rate – RegionServ ³	12.79	M9QCR
(e) One-way Inward, Measured Rate – RegionServ ³	12.79	M9Q1R
(f) One-way Outward, Measured Rate – RegionServ ³	12.79	M9QOR

Note 1: Available where facilities permit. Appropriate charges for DID service and Grouping Service apply.

Note 2: Per LMS NAR Package
All usage is at the usage conditions and rates for standard measured rate service specified in A3.2.3. The measured package monthly rate includes a local usage allowance of \$10.00 per NAR. Where RegionServ is available, Measured Rate Service will not be offered for new installations or transfers of service to a new location. See A3.1.E.

Note 3: Per RegionServ NAR Package
All usage is at the usage conditions and rates for RegionServ Rate Service specified in A3.2.9.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Directory Assistance Service

(DELETED)

(D)

A3.13.1 General

- A. The Company furnishes Directory Assistance service for the purpose of aiding customers in obtaining numbers.
- B. When the Company receives a request for Directory Assistance service and the caller provides a state, city and name, the Company will either:
 - 1. provide the listed and available number(s) requested, or
 - 2. apprise the caller that the number(s) cannot be provided because the listing(s) is private (non-published), or not available in the Company’s database.
- C. Directory Assistance does not provide numbers associated with private (non-published) listings but does furnish numbers for semi-private (non-listed) listings.

A3.13.2 Application of Rates and Exemptions

- A. Reserved for future use.
- B. Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory due to a disability which can be confirmed by a physician or certifying agent. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of directory service requests, such as requests for numbers outside of the Company's local calling and LATA/NPA serving areas for the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Local Directory Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Directory Assistance exemption is a voluntary program of the Company that may be terminated at anytime.
- C. Residence subscribers who have applied for and received Company certification that either the subscriber or a person living at the subscriber's residence on a permanent basis is 65 or more years of age are exempt from Directory Assistance charges when requesting listing information for lines located within the Company's NPA/LATA Directory Assistance serving area for the originating line. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office.
 This exemption is applicable exclusively to calls made by the individual certified to be 65 or more years of age from the residential subscriber line assigned to the subscriber who has applied for and received such Company certification. Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of this exemption could result in its removal.

A3.13.3 Rates And Charges

- A. Directory Assistance service - (maximum of three listing requests per call)

	Rate	USOC
1. Receipt of listings associated with lines located within the Local Calling Area or NPA/LATA serving area of the originating line		
(a) Per call	\$2.29	NA
2. Receipt of listings associated with lines located outside the Local Calling Area or NPA/LATA serving area of the originating line ¹		
(a) Per call	2.29	NA

Note 1: No allowances, exemptions or exceptions apply. This service is available where technically feasible.

A3. BASIC LOCAL EXCHANGE SERVICE

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

(DELETED)

(D)

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 *paragraph* A3.14.2.A.

(T)

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. Operator Assistance (OA) may be provided at no charge to persons who are unable to use a telephone due to a disability which can be confirmed by a physician or certifying agent. Operator Assistance service charges will not be charged to the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Operator Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Operator Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Operator Assistance exemption is a voluntary program of the Company that may be terminated at any time; 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.

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)		
(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" local operator assistance call as follows:		
1. Station-to-Station		
(a) Operator (collect only)	.50	NA

(T)

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

A3.15 Local Operator Verification/Interruption Service (Cont'd)

A3.15.3 Service Charges

	Charge	USOC
(a) Verification Charge, per call	\$ 6.45	NA
(b) Interruption Charge, per call	12.90	NA

A3.16 Reserved For Future Use

A3.17 Auxiliary Line Service (Inward Service)

A3.17.1 General

- A. Under the conditions specified *herein*, a subscriber, having two-way flat, measured rate or RegionServ individual line business service may subscribe for one or more auxiliary lines of the same class as their two-way service at the rate specified *herein* for auxiliary lines. (T)
- B. The auxiliary line must terminate on the same premises as that in which the main service is located.
- C. The auxiliary line is arranged for receiving incoming calls only.
- D. The numbers of auxiliary lines may be consecutive with those of the main service and if so arranged are the first numbers in the series assigned to a subscriber. (T)
- E. All listings must be in connection with the number of the first auxiliary line if it is consecutive with the main service. (T)
- F. Auxiliary line service is furnished within the base rate area of each exchange or zone at the rate applicable for business individual line flat, measured or RegionServ for that exchange. Outside the base rate area, the charge for individual line mileage or zone rates apply.

A3.18 Concession Service

A3.18.1 General

- A. The classes of subscribers specified following are allowed the concession indicated for the following services:
 - 1. The access line portion of all local exchange services described in Section A3. In connection with usage based pricing services such as measured, message rate, RegionServ or BellSouth Business Plus service, the concession applies on the amount of the monthly access line rate but not on associated usage charges or allowances. (T)
 - 2. Zone, extension and tie-line mileage charges associated with the services enumerated *herein*. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.18 Concession Service (Cont'd)

A3.18.1 General (Cont'd)

- B.** Concessions are not allowed to any class of subscribers except employees, where so noted, from the regular rates for the following services and equipment:
1. Toll messages.
 2. Local usage or messages in excess of the allowance for measured or message rate service, except for employee concessions.
 3. Joint User Service
Contracts for Joint User Service are not accepted in connection with service at a concession rate, unless the joint user, if a main station subscriber, would be entitled to a concession.
 4. Construction charges.
 5. Additional directory listings, except for employee concessions.
 6. Miscellaneous equipment or other facilities, including any extension line mileage charges associated with the miscellaneous equipment or other facilities, except for employee concessions.
 7. Installation, service connection, inside move or change charges, except for employee concessions.
 8. Back-Up Line service.
 9. MultiServ service and MultiServ PLUS service.
 10. BellSouth Centrex service.

(T)
(T)
(T)

A3.18.2 Charitable Institutions

A concession of 25 percent from the regular business rate is allowed to corporations, associations and institutions, or any branch thereof who comply with all of the following qualifications.

- A.** Are dependent upon voluntary contributions for their support
- B.** Are exclusively engaged in charitable work.
- C.** Provide a majority of its services free of charge and utilize any compensation received for its services wholly in the prosecution of its charitable work, not resulting in any profit to the organization or any member thereof.
- D.** Are engaged principally in the furnishing of direct aid to the physical health and comfort of human beings in the form of money, services or necessary commodities. For determining eligibility for concession service, those corporations, associations and institutions whose principal work is the elevation or enlightenment of minds or morals, or the reformation, punishment, or correction of acts, habits or mental conditions, or the enforcement of law, or the protection of rights, are not to be classed as charitable institutions.
- E.** Communication equipment furnished at concession rates for charitable institutions must be located in the administrative offices, institutional buildings or any of the branches thereof.

A3.18.3 Churches And Clergymen (Obsoleted, See Section A103)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.18 Concession Service (Cont'd)

A3.18.4 Company Employees

- A. All services offered by the Company may be made available to the Company's employees/retirees at a discount.

A3.18.5 Schools - School/Parent Communications Service

- A. A concession may be granted to schools (K-12) which will apply as a credit toward charges applicable for lines dedicated exclusively to School/Parents Communications Systems.
1. School/Parent Communications Systems are defined as an arrangement which uses automatic dialer equipment to dial preselected numbers, and upon the connection being established, transmits a recorded message. This arrangement may also include a voice mail-box at the school so that incoming messages to the school or recorded responses made during initial calls may be directed to an individual teacher. (T)
 2. The use of automated dialers shall be restricted to making outgoing calls to the residences of students enrolled in the school. Where such calls are restricted to attendance or discipline matters, no registration is required. However, if automatic dialing equipment is to be used for any other purpose, the school must furnish a copy of the approved registration to the Company for its records in order to qualify for a concession credit on line serving such equipment. (T)
 3. The principal of the school, as the official in charge of the school, must annually certify to the Company its compliance with these *terms and conditions* in order to qualify for the credit allowance to apply for the ensuing calendar year. Such certification must be received by not later than November 15 each year. (T)
- B. For schools paying business flat rate or usage based pricing rates, with no other concession or franchise credit, a concession may apply which shall be a credit toward charges for that line in an amount equal to the difference between the basic business flat rate or usage based pricing rate charge and the basic residence flat rate or usage based pricing rate charge.
1. Grouping service, when furnished in connection with approved School/Parent Communications Service, shall receive a concession credit equal to the difference in charges between business and residence grouping service.
- C. For schools using ESSX service, with no other concession or franchise credit, a concession may be allowed which is equal to the difference in rate between either the charge for a flat rate Network Access Register and the charge for a residence flat rate PBX trunk or between the charge for a usage based pricing rate Network Access Register and the charge for a residence usage based pricing PBX trunk, as appropriate.
- D. The application of concession credit allowances is limited to one credit per line dedicated and used exclusively for the School/Parent Communications Service. The maximum number of concession credit allowances which may be granted per school may not exceed one credit per hundred students or fraction thereof.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.20 Trunk Lines (Cont'd)

A3.20.3 Business (Commercial, Hotel, Hospital, and Shared Tenant Service Provider) (Cont'd)

		Monthly Rate	USOC	
B. Message Rate (Only in exchanges listed in A3.7.2, <i>Message Rate Exchanges</i> .)				(T)
1.	Trunks (Both-way or Outward only), each			
	(a) First trunk with an allowance of 75 outward local messages (Same as Ind. Line Message Rate Service as provided in this section.)	-	TMC	
	(b) Additional trunk without message allowance (Business Individual Line Message Rate less \$7.50)	-	TM5	
	(c) Local Message in excess of allowance, each	\$.10	NA	
	(d) Grouping Service (75 percent of Message Rate First Trunk)	-	HTGMS	
C. Measured Rate¹				
1.	Trunk (Same as Business Individual Line Measured Rate)			
	(a) Combination	-	TKG	
	(b) Inward only	-	BMU	
	(c) Outward only	-	TKV	
2.	Grouping Service			
	(a) Each (Same as <i>paragraph</i> B.1.(d).)	-	NA	(T)
D. RegionServ Rate				
1.	Trunk (Same as Business Individual Line RegionServ Rate)			
	(a) Combination	-	T13CX	
	(b) Inward only	-	T131X	
	(c) Outward only	-	T130X	
2.	Grouping Service			
	(a) Each (75 percent of Business Individual Line RegionServ Rate)	-	NA	

Note 1: Where RegionServ is available, Measured Rate Service will not be offered for new installations or transfers of service to a new location. See A3.1.E.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.20 Trunk Lines (Cont'd)

A3.20.4 Hotel PBX Service

- A. Message Rate Service ¹ (T)
 - (Furnished with dial or manual systems for guest and management use)
 - 1. Trunks
 - a. Both-way or Outward only, each
 - (1) In exchanges where message rates are quoted in the Basic Local Exchange Service section of this *Guidebook*. (T)
 - (a) Same as *paragraph* A3.20.3.B.

Monthly	
Rate	-
	USOC
	NA

 (T)
 - (2) In all other exchanges, Business Message Rates apply, as specified in A3.2.4. (T)

Note 1: Effective July 1, 1988, this 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

A3.20 Trunk Lines (Cont'd)

(DELETED)

(D)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.20 Trunk Lines (Cont'd)

A3.20.5 Hospital PBX Service

A. Combined Flat and Message Rate Service¹
(Furnished only with certain dial systems)

	Monthly Rate	USOC	
1. Flat Rate (Management Use)			
a. Trunks, each			
(1) Inward only			
(a) Each (Same as Business Flat Rate Trunks)	-	TFN	
(2) Outward only			
(a) Each (Same as Business Flat Rate Trunks)	-	TFU	
2. Message Rate (Patient Use)			
a. Trunks (Both-way or Outward only), each			
(1) In exchanges where message rates are quoted in the Basic Local Exchange Section of this <i>Guidebook</i> .			
(a) Same as <i>paragraph</i> A3.20.4.A.1.a.(1)	-	TMC	(T)
(2) In other exchanges			
(a) Same as <i>paragraph</i> A3.20.4.A.1.a.(2)	-	TMC	(T)
(3) Grouping Service			
(a) Same as <i>paragraph</i> A3.20.3.B.1.(d)	-	HTGMS	(T)

B. Combined Flat and Measured Rate Service^{1,2}
(Furnished only with dial systems where facilities are available)

1. Flat Rate (Management Use)			
a. Trunks, each			
(1) Inward only			
(a) Each (Same as Business Flat Rate Trunks)	-	TFN	
Note 1: Effective July 1, 1988, this 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.			
Note 2: Where RegionServ is available, Measured Rate Service will not be offered for new installations or transfers of service to a new location. See A3.1.E.			

A3. BASIC LOCAL EXCHANGE SERVICE

(DELETED)

(D)

A3.21 Multiline Service¹

A3.21.1 General

- A. Multiline Service is an optional bulk line or trunk service for subscribers utilizing large quantities of local lines between a single service location and the normal serving wire center. This service is provided in specific two wire line package sizes or its equivalency (four wire service requires two, two wire lines) and is available for basic line, PBX trunk classes of service, or channel services as specified in A13.25.4 or a combination thereof in locations where local measured service is provided. (T)
- B. Multiline Service is provided subject to the availability of adequate facilities as determined by the Company. Network access for lines within these packages is provided only on a Bulk Usage Measured Rate Service basis as specified in *paragraph* A3.21.2.B. Bulk Usage Measured Rate Service when furnished on LightGate service or MegaLink channel service is provided at the rates and charges described in A3.26. (T)
- C. Bulk Usage Measured Rate Service is a business measured rate service option available for subscribers of multiline service only, except as stated in *paragraph* B. The monthly rates for this service stated following include a monthly calling allowance for dialed sent paid local calls. (T)

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

A3.21 Multiline Service¹ (Cont'd)

A3.21.1 General (Cont'd)

- D. *Terms and conditions* 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 *herein*. (T)
- 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.

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

A3.21 Multiline Service¹ (Cont'd)

A3.21.2 Application Of Rates (Cont'd)

E. Rates (Cont'd)

1. Monthly Rate by Multiline Service Package Size and Distance (Cont'd)

a. Distance in miles or fraction thereof (Cont'd)

(8) Package Size 3456 (Cont'd)

	Monthly Rate	USOC
(h) Greater than 3 1/2 - 4 Miles	\$69,810.00	MS19H
(i) Greater than 4 - 4 1/2 Miles	72,575.00	MS19J
(j) Greater than 4 1/2 - 5 Miles	75,685.00	MS19K
(k) Greater than 5 - 6 Miles	76,380.00	MS19L
(l) Greater than 6 - 7 Miles	78,105.00	MS19M
(m) Greater than 7 - 8 Miles	79,110.00	MS19N
(n) Greater than 8 - 9 Miles	79,490.00	MS19O
(o) Greater than 9 - 10 Miles	81,215.00	MS19P
(p) Greater than 10 - 15 Miles	87,505.00	MS19Q
(q) Greater than 15 - 20 Miles	88,715.00	MS19R

A3.22 Local Usage Detail (LUD)

A3.22.1 General

A. Local Usage Detail

Local Usage Detail (LUD) is an option for usage based pricing customers who desire a printed listing of local call details in lieu of the usual summary billing of all dialed sent paid local usage. Requests for LUD must be processed five days prior to the billing date of the month in which it is desired, and must be initiated at the beginning, and terminated at the end of billing periods. In these cases, LUD must remain in place for complete billing periods, except where total service is terminated. LUD may be initiated between billing dates only when requested at the time service is established. LUD is not available for business message rate lines, PBX trunks, Centrex Type Services or offices where message rate service is not generally offered.

When an order is issued solely for the purpose of initiating LUD, a charge equivalent in amount to a Secondary Service Charge applies (*see paragraph A4.3.1.A.1.(c)*). If LUD is initiated at the same time an order is being issued for any other purpose, the charge preceding does not apply. When an order is issued solely to initiate LUD, no service charges apply for BellSouth Business Plus service only. (T)

A3.22.2 Rates And Charges

A. The following charge applies for LUD:

1. Printed listing

	Charge	USOC	
(a) Charge per message listed for services excluding BellSouth Business Plus service Option 2	\$.01	NA	(T)
(b) Per message listed for BellSouth Business Plus service Option 2 and Back-Up Line for BellSouth Business Plus service Option 2 only	-	NA	(T)

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 Terms and Conditions

- A. The service is not subject to concessions. (T)

A3.24.3 Use of the Service

- A. The service is furnished subject to all applicable *terms and conditions* in Section A2. (T)

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
 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

A3.24.5 Application of Charges and Exemptions

- A. The charges specified in A3.24.6 will be applicable to all subscribers, except disabled customers who are exempt from Directory Assistance charges, as detailed in A3.13.2.
- B. Chargeable Calls
1. For charging purposes, a DACC completed call is as defined in Section A1.

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 Terms and Conditions

- 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. (T)

A3.25.3 Use of the Service

- A. The service is furnished subject to all applicable *terms and conditions* in Section A2. (T)

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

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.
- 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 *terms and conditions* 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 *paragraph* A3.2.3.C., or at the usage rates described in A3.2.9 where RegionServ is available. (T)
 - 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 does not apply to resold services, with the exception of hospitals. (T)
- 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.
- 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 *terms and conditions* 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 *terms and conditions* that appear in other sections apply unless otherwise stated herein. (T)

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.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.28 Trunk Side Access Facility

A3.28.1 General

- A. A trunk side connected facility allows only for termination of incoming calls to the subscriber.
- B. The trunk side access facilities identified herein are for the provisioning of Uniform Access Number/Automatic Number Identification (ANI) service as specified in A113.58. (T)
- C. All facilities specified herein require termination at a Traffic Operator Position System (TOPS) Tandem Office. Foreign Central Office or Foreign Exchange channel mileage is required between the customer's location or Serving Wire Center and the TOPS Tandem Office. (T)

A3.28.2 Terms and Conditions

- A. Individual line and PBX trunk business customers, MegaLink channel service and LightGate service customers may subscribe to this service at their option where facilities permit. (T)
- B. No local measured or message rate service charges or long distance message telecommunications service charges will be collected from end users for calls to a Uniform Access Number customer. Long distance charges associated with calls to a Uniform Access Number will be reverse billed to the UAN customer. (T)
- C. Normal service charges, as specified in Section A4 will apply. (T)
- D. Existing optional calling arrangements or experimental plans are not applicable with this service.

A3.28.3 Rates and Charges

- A. Access Line Charges
 - 1. The following rates and charges are for trunk side connected local exchange access facilities for use with Uniform Access Number/Automatic Number Identification Service and are applicable to individual business lines, PBX trunks, MegaLink channel service or LightGate service lines. (T)
 - a. Facilities Connected at a TOPS Tandem Office¹
 - (1) Single Voice Grade Facility

(a) Per Facility	Monthly Rate \$50.00	USOC B1E
Note 1: The TOPS tandem trunk is required for Automatic Number Identification (ANI) service. Uniform Access Number (UAN) is required for ANI service.		

A3. BASIC LOCAL EXCHANGE SERVICE

A3.28 Trunk Side Access Facility (Cont'd)

A3.28.3 Rates and Charges (Cont'd)

A. Access Line Charges (Cont'd)

1. (Cont'd)

a. Facilities Connected at a TOPS Tandem Office¹ (Cont'd)

	Monthly Rate	USOC	
(2) Network Access Service - MegaLink channel service			(T)
(a) Per NAS ²	-	6QN	
(3) Network Access Service - LightGate service			(T)
(a) Per NAS ³	-	6QG	
(4) Trunk Supervisory Signaling for Facilities Connected at a TOPS Tandem Office ⁴			
		Nonrecurring Charge	
(a) Per Single Voice Grade Facility or NAS	-	-	SLMB+

A3.29 Reserved For Future Use

A3.30 Reserved For Future Use

- Note 1:** The TOPS tandem trunk is required for Automatic Number Identification (ANI) service. Uniform Access Number (UAN) is required for ANI service.
- Note 2:** Rates, *terms and conditions* for Network Access Service - MegaLink channel service in A3.26 apply. (T)
- Note 3:** Rates, *terms and conditions* for Network Access Service - LightGate service in A3.26 apply. (T)
- Note 4:** One trunk supervisory signaling rate element is always required per single voice grade facility, or MegaLink channel service, or LightGate service NAS terminated at a TOPS tandem office. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline

A3.31.1 Description of Service

- A. The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service to qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in FCC 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996 and the FCC Report and Order and Further Notice of Proposed Rulemaking in WC Docket No. 11-42, adopted January 31, 2012. Specific terms and conditions are as set forth in this *guidebook*. (T)
- B. Lifeline is supported by the federal universal service support mechanism.
- C. Federal uniform support of \$9.25 is available for each Lifeline service and is passed through to an eligible customer via a monthly Federal Lifeline credit. The total monthly Lifeline credit available to an eligible customer in Tennessee is \$9.25. The amount of credit will not exceed the charge for local service.

A3.31.2 Terms and Conditions

- A. General (T)
 - 1. One low income credit is available per household and is applicable to the primary residential connection only. Lifeline support is limited to a single subscription per household where household is defined to be any individual or group of individuals who are living together at the same address as one economic unit. For the purposes of this *provision*, an economic unit consists of all adult individuals contributing to and sharing in the income and expenses of a household. (T)
 - 2. A Lifeline customer may subscribe to the capped message rate Lifeline plan (USOC LM8) or any local service offering available to other residence customers.
 - 3. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.
 - 4. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
 - 5. A Lifeline customer is exempt from the Late Payment Charge in Section A2 of the General Exchange Guidebook.
 - 6. The Federal Universal Service Charge will not be billed to Lifeline customers.
 - 7. A Lifeline subscriber's local service will not be disconnected for non-payment of toll charges. Local service may be denied for non-payment of local service in accordance with A2. Access to toll service may be denied for non-payment of toll charges. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.
 - 8. The non-discounted federal Lifeline credit amount will be passed along to resellers ordering local service at the prescribed resale discount from this *Guidebook*, for their eligible end users. Eligible Telecommunications Carriers, as defined by the FCC, are required to establish their own Lifeline programs. (T)
- B. Eligibility
 - 1. To be eligible for Lifeline, a customer must be a current recipient of any one of the following low income assistance programs.
 - a. Temporary Assistance for Needy Families (TANF)
 - b. Supplemental Security Income (SSI)
 - c. Supplemental Nutrition Assistance Program (SNAP)
 - d. Medicaid (TennCare)
 - e. National School Lunch Program's free lunch program
 - f. Federal Public Housing Assistance/Section 8
 - g. Low-Income Home Energy Assistance Program (LIHEAP)
 - 2. Additionally, a customer with total gross annual income that does not exceed one hundred and thirty-five percent (135%) of the Federal Poverty Guidelines is eligible for Lifeline.
 - 3. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline (Cont'd)

A3.31.2 Terms and Conditions (Cont'd)

C. Certification

1. Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for service. The Lifeline credit will not be established until the Company has received proof of eligibility. If the customer requests installation prior to the Company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis. Recertification is required annually.
2. The Company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.
3. When a customer is determined to be ineligible as a result of an audit, the Company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.
4. Resellers providing Lifeline service from this *guidebook* are responsible for determining proof of eligibility prior to requesting the service. As set forth in 47 C.F.R.54 § 417(a) and (b), a reseller must provide a certification, upon request, to AT&T that it is complying with all FCC and applicable State requirements governing Lifeline programs, including certification and verification procedures. Resellers are required to retain the required documentation for three (3) years and be able to produce the documentation to the Commission or its Administrator to demonstrate that they are providing discounted services only to qualified low-income customers as outlined in *paragraph B*. Disclosure requirements described in *paragraph 2* are applicable to resellers of Lifeline service.

(T)

(T)

A3.31.3 Rates and Charges

A. General

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
2. Service Charges in A4 are applicable for installing or changing Lifeline service.
3. The Secondary Service Charge in A4 is not applicable when existing service is converted intact to Lifeline.

B. The Lifeline credit consists of one federal credit.

	Monthly Credit
(1) Federal credit	
(a) Temporary Assistance for Needy Families (TANF)	\$9.25
(b) Supplemental Security Income (SSI)	9.25
(c) Supplemental Nutrition Assistance Program (SNAP)	9.25
(d) Medicaid (TennCare)	9.25
(e) Income based at or below 135% of the Federal Poverty Guidelines	9.25
(f) National School Lunch Program's free lunch program	9.25
(g) Federal Public Housing Assistance/Section 8	9.25
(h) Low-Income Home Energy Assistance Program (LIHEAP)	9.25

A3.32 In-Classroom Computer Access Service (Obsoleted, See A103)

(M)

A3.33 Reserved For Future Use

(M)

A3.34 Reserved For Future Use

(M)

A3.35 Reserved For Future Use

(M)

A3.36 Reserved For Future Use

(M)

A3.37 Reserved For Future Use

(M)

A3.38 Back-Up Line (Obsoleted, See Section A103)

(M)

A3.39 Reserved For Future Use

(M)

A3.40 Reserved For Future Use

(M)

A3.41 Reserved For Future Use

(M)

A3.42 Reserved For Future Use

(M)

A3.43 BellSouth Business Plus Service (Obsoleted, See Section A103)

(M)

Pages 77 through 81.1 are hereby deleted in their entirety and removed from this Guidebook.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.44 BellSouth Business Choice Package

(T)

A3.44.1 General

- A. BellSouth Business Choice Packages are offered where facilities and equipment are available. (T)
- B. BellSouth Business Choice Packages are offered to business subscribers and consists of a BellSouth Business Plus service Calling Plan line, touch-tone service and a choice of up to five selected calling features per line. BellSouth Business Choice Packages are available only in conjunction with BellSouth Business Plus service Calling Plan Options 1 and 2 as described in A3.43. The calling feature choices are listed in *paragraph D*. (T)
- C. The BellSouth Business Plus service Calling Plan option chosen by the subscriber will apply to each line on the same account. BellSouth Business Plus service options may not be mixed on the same account. (T)
- D. For each line, the BellSouth Business Choice Package also provides the subscriber with up to five compatible services and features from the following list. All of the *terms, conditions* and limitations specified in Section A13 apply to the respective services and features requested as part of this service. The calling features chosen may vary from line to line in a BellSouth Business Choice Package line grouping. (T)

Calling Features

1. Call Forward Busy Line	USOC
2. Call Forward Don't Answer	GCE
3. Call Forward Don't Answer Ring Control	G CJ
4. Call Forward Variable	GCJRC
5. (DELETED)	ESM
6. Call Waiting	ESX
7. Speed Calling 8	ESL
8. Speed Calling 30	ESF
9. Three Way Calling	ESC
10. Message Waiting Indicator - Audible	MWW
11. Message Waiting Indicator - Visual	MWWAV
12. Call Return	NSS
13. Call Block	NSY
14. Call Tracing	NST
15. Repeat Dialing	NSQ
16. Call Selector	NSK
17. Preferred Call Forwarding	NCE
18. RingMaster I	DRS
19. RingMaster II	DRS1X
20. Remote Access Call Forwarding	GCZ
21. Three Way Calling with Transfer	ESCWT

- E. When more than five calling features are subscribed to in one BellSouth Business Choice Package, five calling features are applied to the BellSouth Business Choice Package limit. The remaining calling features may be eligible for the Multi-Feature Discount if they are currently eligible for the Multi-Feature Discount Plan as described in A13.33. (T)
- F. Usage rating for the appropriate BellSouth Business Plus service Calling Plan line option associated with BellSouth Business Choice Package, is as described in A3.43. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.44 BellSouth Business Choice Package (Cont'd)

A3.44.2 BellSouth Business Choice Package

A. Package Service

	Monthly Rate	USOC
1. BellSouth Business Choice Package Option 1 which includes BellSouth Business Plus Service Calling Plan 1		
(a) Each package	\$77.95	BC1
2. BellSouth Business Choice Package Option 2 which includes BellSouth Business Plus Service Calling Plan 2		
(a) Each package	58.95	BC2

A3.44.3 Service Charges

- A. The service order charges specified in Section A4 are applicable for the installations of new lines at the subscriber's premises. These charges are not applicable for existing customers who wish to move from an existing line to a BellSouth Business Plus service Calling Plan or a BellSouth Business Choice Package.
- B. Service charges do not apply for transactions which only involve additions, deletions or changes to the service or features requested as part of BellSouth Business Plus service with BellSouth Business Choice Package service.

A3.44.4 Multi-Package Discount Plan

- A. The Multi-Package Discount Plan provides eligible BellSouth Business Choice Package customers reduced monthly package rates based upon the number of BellSouth Business Choice Packages subscribed to.
- B. Eligibility for the discounts is based upon the following parameters:
 - 1. A minimum purchase of two BellSouth Business Choice Packages is required.
 - 2. The BellSouth Business Choice Packages must be provisioned to a single customer at a single location.
 - 3. Only the lines at the customer location that are in a hunting arrangement are eligible. The number of Discount Eligible Packages equals the number of lines in hunt.
- C. Discounts range from \$4.00 to \$64.00 depending upon the number of Discount Eligible Packages.

Discount Eligible Packages	Total Discount	USOC
(a) 1 package	-	NA
(b) 2 packages	\$4.00	MDPO2
(c) 3 packages	9.00	MDPO3
(d) 4 packages	16.00	MDPO4
(e) 5 packages	25.00	MDPO5
(f) 6 packages	36.00	MDPO6
(g) 7 packages	49.00	MDPO7
(h) 8 or more packages	64.00	MDPO8

A3.45 Complete Choice for Business Package (Obsoleted, See Section A103)

(M)

Pages 84 through 86 are hereby deleted in their entirety and removed from this Guidebook.

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.46 AT&T Business Local Calling Assurance

A3.46.1 General

- A. AT&T Business Local Calling Assurance is offered where facilities and equipment are available.
- B. AT&T Business Local Calling Assurance is a one (1) to four (4) line offering available to business subscribers and consists of the following for a fixed monthly rate:
 - Business Access Line (flat rate-unlimited local calling)
 - Caller ID Deluxe
 - Remote Access to Call Forwarding (or) Call Forwarding Variable
- C. All of the *terms, conditions* and limitations specified elsewhere in this section or in Section A13 apply to the respective services and features provided as part of this service. (T)
- D. AT&T Business Local Calling Assurance requires a 12-month or a 24-month term agreement¹. The fixed monthly rate provided with this service continues after the end of the term.
- E. Normally applicable service charges (i.e. line connection charges) will not apply for lines included in this offering.
- F. This offering is only available to single location subscribers and only one package is permitted per location.
- G. This offering may not be used concurrently with any local exchange service term election agreement program or local service promotion unless otherwise stated.
- H. Fees applicable to early termination of an agreement do not apply to the AT&T Business Local Calling Assurance term agreement.

A3.46.2 Rates and Charges

- A. AT&T Business Local Calling Assurance
 - 1. Package includes flat rate business line and specified features

	Monthly Rate	USOC
(a) Each 1-line package	\$ 25.00	PGOV1
(b) Each 2-line package	50.00	PGOV2
(c) Each 3-line package	75.00	PGOV3
(d) Each 4-line package	100.00	PGOV4

Note 1: Effective January 2, 2015, 24-month term agreements are obsolete and no longer available to new or renewing customers.

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A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.1 Construction Charges

A5.1.1 Reserved For Future Use

A5.1.2 General

- A. Construction charges, term contracts, special monthly charges or combinations thereof may be applicable under certain conditions as hereinafter set forth and in addition to other charges specified in this *Guidebook* in connection with the construction of facilities to provide service. (T)
- B. Construction charges are payable upon application for service or when billing is rendered as the Company, at its option, may require.
Construction charges are determined as hereinafter set forth based on costs, which means in this case the in-plant costs consisting of labor, materials, supervision, use of a gross-up factor in the amount of up to 33 percent for income taxes and other overhead expenses associated with the construction.
Normally, estimated costs will be used; however, where the subscriber requests, actual cost will be used when practicable.
- C. Term contracts for periods exceeding one month may be required as protection against a short-lived investment in facilities. In such cases, a contract term of from one to ten years may be required to cover new construction, with a Basic Termination Charge which would be administered as stated in Section A2.
- D. Special monthly charges, as specified hereinafter, may also be required in connection with new construction and/or rearrangement of facilities. Such monthly charges will be based on monthly carrying charges determined as specified in A5.4.
- E. Except as otherwise provided herein, the *terms and conditions* in this *Guidebook* contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The applicant may be required to pay the additional costs involved where a different type of construction than that proposed by the Company is desired. (T)
- F. Construction performed by the applicant, where authorized in this *Guidebook*, is subject to the approval of the Company. (T)

A5.1.3 Construction On Public Highways Or Other Easements

- A. No construction charge is applicable for the provision of new pole line or underground construction on public highways or other easements, when such construction is used in serving subscribers in general, except in those cases where extremely unusual conditions are encountered which in the judgment of the Company would justify a construction charge.
- B. The applicants may be required to secure and provide, without cost to the Company, the necessary right-of-way required for new construction. These applicants may also be required to clear such right-of-way.
- C. Ownership and maintenance of the constructed facilities will be vested in the Company.

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.1 Construction Charges (Cont'd)

A5.1.4 Construction On Private Property

- A. The Company will provide facilities on private property to serve an individual subscriber up to 2000'. The type of facilities provided (aerial or buried) is up to the discretion of the Company. The subscriber is responsible for additional poles or trenching necessary to extend facilities beyond 2000'. Ownership and maintenance of all plant is vested in the Company except as provided in *paragraphs* A5.1.4.A.1. and A5.1.4.A.2. (T)
1. In lieu of the arrangement specified preceding, the subscriber may, at his own expense, provide all poles or trenching on private property necessary to serve him. Ownership and maintenance of such plant involved is vested in the subscriber.
 2. If conduit is provided for buried facilities, it will be furnished by the subscriber or will be constructed at his expense. Cost of maintenance of such plant is the subscriber's responsibility.
- B. (DELETED)
- C. Where, for the purpose of furnishing extension lines, it is necessary to lay underground conduit, to trench, or to set poles on the subscriber's premises, the subscriber is required to provide and install such underground conduit, to dig and backfill trenches, and to provide and erect such poles or the Company will perform the work at the subscriber's expense. Where the work is performed by the subscriber, it must be in accordance with the specifications of the Company.

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.1 Construction Charges (Cont'd)

A5.1.4 Construction On Private Property (Cont'd)

- D. When attachments are made to poles of other companies, in lieu of providing new pole line construction, the Company is responsible for any and all attachment rental charges.
- E. Where pole line construction is proposed by the Company and the subscriber requests buried construction, any additional initial cost of buried construction over pole line construction shall be borne by the subscriber. Maintenance of such buried construction shall be at the expense of the Company, including any trench work required.

A5.1.5 Minimum Revenue Guarantee And Extended Service Period

When a substantial number of central office lines are involved in providing local or foreign exchange service, the subscriber may, based upon the circumstances in each case, be required to guarantee a minimum monthly amount of revenue for a period of up to a maximum of ten years with termination charges applicable in case of cancellation prior to the expiration of the service period or pay excess construction charges at the time service is installed.

A5.1.6 Underground Service Entrances

- A. Underground service entrances may be provided at the subscriber's request as special construction in connection with either existing or new services, in lieu of the usual aerial drop wire.
- B. Where the following conditions exist, buried service entrance facilities will be furnished without construction charge:
 - 1. The location of the service is in an area where buried distribution facilities are used by the Company, and
 - 2. Buried service wire or buried cable would normally be provided by the Company for service entrance.
 - 3. The distance on private property does not exceed 300 feet for any one customer.
- C. Where the conditions in *paragraph B* do not exist, buried service entrance will be provided at the applicant's request and he shall be required to pay the additional or excess cost incurred by the Company as set forth in *paragraph A5.1.7*, or buried service entrance will be furnished without construction charge where the applicant provides conduit or opens and backfills a trench to specifications of the Company.

(T)

A5.1.7 Special Types Of Construction

When a special type of construction other than those covered preceding is desired by a subscriber or where the individual requirements of a particular situation make the construction unusually expensive, the subscriber is required to bear the excess cost of such construction. Any special maintenance expense that may from time to time occur will be borne by the subscriber except that maintenance of buried service wire, including associated trenching where required, will be at the expense of the Company.

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.1 Construction Charges (Cont'd)

A5.1.8 Rearrangement Of Existing Plant

- A. When the Company is requested to move or change existing plant for which no specific charge is quoted in this *Guidebook*, the person or other entity at whose request such move or change is made may be required to bear the costs incurred. (T)
- B. When the move or change is made at the request of an individual he may be asked to pay the cost of the move or change as a one-time charge.

A5.1.9 Construction Required For Temporary Service

When construction is required for temporary service and there is no immediate prospect of reusing the plant provided, the subscriber may be required to bear all or a portion of the cost of such construction.

A5.2 Reserved For Future Use

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.3 Charges For Unusual Installations (Cont'd)

A5.3.4 Reserved For Future Use

A5.3.5 Reserved For Future Use

A5.3.6 Special Types Of Cabling

For ordinary installations, the Company will use a standard type of inside cable of a size required to meet installed equipment requirements. When the specific requirements for a particular installation result in the customer or applicant choosing a type of cable other than this standard, rates and charges will apply as described *herein*. (T)

A. Fire Retardant Cable

1. This type of cable has insulation, core wrap, and jacket made of flame retardant materials, and may be used in air return plenums without conduit where authorized by local codes.
2. The charges for Fire Retardant Cable are in addition to other rates and charges that may apply.
3. Charges for Fire Retardant Cable per each 25 feet or fraction thereof:

	Nonrecurring	
	Charge	USOC
(a) 2-pair	\$4.85	TEWO2
(b) 4-pair	5.70	TEWO4
(c) 25-pair	39.00	TEW25

B. Flat Under-Carpet Cable

1. This type of cable is designed to be installed under carpet (typically carpet squares) in an open office environment. Cable will be installed before the carpet is in place and after the floor has been properly prepared by the customer. In cases where the carpet is already installed, the customer will be responsible for removing the carpet for cable installation. The customer will also be responsible for providing access to the cable if necessary for maintenance reasons. Company installer/repairmen will not cut any carpet.
2. When Flat Under-carpet Cable is reused in place, and no work must be done on either the cable or associated hardware to provide service to the station set in which the cable is to be terminated, the charge specified "Reused in Place" in *paragraph 5* applies. When the cable is installed new or replaced, the charge specified "New or Replaced" applies. (T)
3. The charge for Flat Under-carpet Cable is in addition to other rates and charges that may apply.
4. The maximum recommended length for a cable run is 35 feet from the nearest wall or column.
5. Charges, per run¹

	Nonrecurring	Monthly	
	Charge	Rate	USOC
(a) 25-pair, new or replaced	\$110.00	\$2.25	UCK25
(b) 25-pair, reused in place	10.00	2.25	UCK25

Note 1: Where the distance from the nearest wall or column exceeds 35 feet, additional charges based on cost will apply. Due to technical limitations, the Company cannot guarantee transmission for runs above the standard 35 feet.

A5.4 Reserved For Future Use

(M)(T)

Pages 6.1 through 543 are hereby deleted in their entirety and removed from this Guidebook.

(N)

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.7 Reserved For Future Use

A5.8 Emergency Service Continuity Plan

A5.8.1 General

- A. The Company will provide Emergency Service Continuity, subject to the rates, terms and conditions stated herein. This service is provided in the event that service to a customer of a reseller is terminated without adequate notice, as provided in the Rules of the Tennessee Regulatory Authority.

A5.8.2 Definition of Terms

EMERGENCY SERVICE CONTINUITY

The service(s) provided pursuant to this *guidebook*.

(T)

NEW SERVICE PROVIDER

The service provider affirmatively chosen by an abandoned customer of a reseller. A new service provider can be any service provider that is properly authorized by the Tennessee Regulatory Authority to offer telecommunications service in Tennessee

RESALE

Occurs when an entity purchases telecommunications service(s) on a wholesale basis from the Company and resells those service(s) to its customers.

RESELLER

Any person or entity possessing a certificate of authority to resell local exchange or exchange access services

SERVICE TERMINATION DATE

The date on which the Company, as the underlying carrier, terminates wholesale service(s) to a certified reseller

UNDERLYING CARRIER

Any properly certified telecommunications service provider who provides telecommunications services on a wholesale basis to another company for resale to that company's customers.

A5.8.3 Application

- A. The Company, as the underlying carrier, shall provide, at a minimum, basic local exchange service, as defined in Tenn. Code Annotated § 65-5-108, to the customers of the reseller for at least seven (7) days after the service termination date, or until the customer selects a new service provider, whichever is less.
- B. If a customer selects a new service provider, the Company may charge the new provider for the service provided at its *current* rate.
- C. At the end of the seven (7) day transition period, the Company may terminate the service unless the customer has either transitioned to a new service provider or has placed an order to transition to the Company.
- D. The Company will provide its standard maintenance and repair services, where applicable, during the time period it provides Emergency Service Continuity.

(T)

A5.8.4 Notice

- A. The Company has no responsibility to notify any customer of a reseller that service provided by the reseller may be interrupted.
- B. Should the reseller fail or refuse to provide notice to its customers as required by the Rules of the Tennessee Regulatory Authority, *AT&T Tennessee*, as the underlying carrier, shall, at the TRA's request, provide reasonable assistance to the Authority in notifying the customers of the reseller.
- C. Use of Company facilities may be discontinued without notice at any time after a customer of a reseller has transitioned to a new service provider that does not require use of Company facilities.

(T)