

TARIFF DISTRIBUTION

FILE PACKAGE NO.: TN-15-0064

DATE: August 10, 2015

STATE: TENNESSEE

EFFECTIVE DATE: 08/10/2015

TYPE OF DISTRIBUTION: Approved

PURPOSE: Directory Assistance and Operator Services Surcharge

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A1. DEFINITION OF TERMS

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES (MTS)

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

1. Person-to-Person Call:

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

2. Station-to-Station Call:

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

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

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

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

b. (DELETED)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Directory Assistance Service

This service is a Flex-Price service and is offered under terms and conditions as described in A2.3 of this Guidebook.

A3.13.1 General

- A. The Company furnishes Directory Assistance service for the purpose of aiding customers in obtaining numbers. (T)
- B. When the Company receives a request for Directory Assistance service and the caller provides a state, city and name, the Company will either: (T)
 - 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. (T)

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)
- 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			(T)
(a) Per call	2.29	NA	

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

A3. BASIC LOCAL EXCHANGE SERVICE

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

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

A3.14.1 General

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

A3.14.2 Application Of Charges

- A. The appropriate service charge for local operator assistance, as specified in A3.14.3, will be applied to each completed call except
 - 1. For calls to the Company for official business;
 - 2. For emergency calls to agency type numbers, such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations, and to any emergency medical number;
 - 3. *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.

(C)

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 below, for Inmate Coin Service, will apply only to inmate calls. These calls are to be restricted to outgoing, collect, coinless generated calls made from Penal Institutions. The service charge will be applied for each "completed" local operator assistance call as follows:		
1. Station-to-Station		
(a) Operator (collect only)	.50	NA

A3.15 Local Operator Verification/Interruption Service

A3.15.1 General

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

A3.15.2 Application Of Charges

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

A3. BASIC LOCAL EXCHANGE SERVICE

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

A3.22.2 Rates And Charges (Cont'd)

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

A3.23 Reserved For Future Use

A3.24 Local Directory Assistance Call Completion Service

A3.24.1 Description of Service

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

A3.24.2 General Regulations

- A. The service is not subject to concessions.

A3.24.3 Use of the Service

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

A3.24.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
1. UniServ DA number requests
 2. Any Special Line Class Codes
 3. 976 DA number requests
 4. Mobile Telephone Users
 5. Alternately Billed Calls; e.g., Collect or Billed to Third Number
 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.* (C)
- B. Chargeable Calls
1. For charging purposes, a DACC completed call is as defined in Section A1.
- (DELETED) (D)

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.11 Reserved For Future Use

A18.12 Reserved For Future Use

A18.13 Reserved For Future Use

A18.14 Toll Directory Assistance Call Completion Service

A18.14.1 Description of Service

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

A18.14.2 General Regulations

- A. The service is not subject to concessions.

A18.14.3 Use of the Service

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

A18.14.4 Limitations of Service

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

A18.14.5 Application of Charges and Exemptions

- A. The charges specified in A18.14.6 will be applicable to all subscribers, except *disabled customers who are exempt from Directory Assistance charges, as detailed in A3.13.2.* (C)
- B. Chargeable Calls
 1. For charging purposes, a DACC completed call is as defined in Section A1.

(DELETED) (D)

A18.14.6 Rates and Charges

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

(a) Charge Per Completed Call	Rate \$0.00	USOC NA
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