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A1. DEFINITION OF TERMS

EXCHANGE SERVICE

Telecommunications service provided to subscribers within a specified geographical area for local calling and access to toll services. Exchange service is provided on either a flat, measured¹, RegionServ or message¹ rate basis, for individual or party line service, PBX trunks, Centrex Type Services access facilities, or other exchange access facilities. (T)

a. Flat

(1) Flat Rate Service:

A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.

b. Usage Based Pricing

(1) Measured Rate Service:

A classification of exchange service on which usage charges apply for outward completed local calls in addition to a stipulated monthly charge. Some measured services include a monthly allowance for dialed sent paid local calls. Usage charges are based on two or more of the following elements; number of calls, duration, time of day, day of week and distance between originating and terminating central offices.

(2) RegionServ Rate Service:

A classification of exchange service on which usage charges apply for outward completed calls within the RegionServ Calling Area, in addition to a stipulated monthly charge. Usage charges are based on number of calls, duration, time of day, day of week, and distance between originating and terminating wire centers.

(3) Message Rate Service:

A classification of non-coin box exchange service which includes an individual line with an allowance for a certain number of completed outward local calls for a stipulated monthly charge. A charge per message applies for all outward completed local calls in excess of the allowance.

c. Individual Line

(1) Individual Line Service:

A classification of exchange service which provides that only one main station shall be served by the line connecting such station with the central office or other switching unit.

d. Foreign Central Office Service

A classification of exchange service furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished.

Note 1: Business only.

(N)

A1. DEFINITION OF TERMS

MAIN CENTREX STATION

See "Centrex Service".

MAIN STATION LINE

See "Station".

MEASURED RATE SERVICE (*Business*)

See "Exchange Service".

(C)

MESSAGE

A communication between two stations. Messages may be classified as follows.

- a. Local Message:
A message between stations within the same local service area.
- b. Long Distance Message:
A message between stations in different exchange areas for which a long distance message charge is made.

MESSAGE RATE SERVICE (*Business*)

See "Exchange Service".

(C)

MILEAGE AND ZONE CHARGES

A charge applying for the use of part or all of a line furnished by the Company.

- a. Airline Measurement:
The shortest distance between two points.
- b. Zone Mileage Charge:
A charge applying in addition to the base rate for service when a subscriber's main station, PBX, ESSX-1 or Centrex system is outside the base rate area but is located within the exchange area.
- c. Foreign Central Office Mileage:
The measurement applying to a line within the exchange connecting a subscriber's main station, PBX, ESSX-1 or Centrex system with a central office other than that from which he would normally be served, for the use of which a separate circuit charge is made in addition to the base rate, plus extra exchange line mileage or zone charges if any apply.
- d. Foreign Exchange Mileage: The measurement applying to a line connecting a subscriber's main station, PBX, ESSX-1 or Centrex system with a central office of an exchange other than that from which the subscriber would normally be served, for the use of which a separate charge is made in addition to the base rate, plus zone charges if any apply.
- e. Route Measurement:
The actual length of a circuit between two points.

MISCELLANEOUS COMMON CARRIERS

Miscellaneous Common Carriers, as defined in Part 21 of the Federal Communications Commission Rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

A2. GENERAL TERMS AND CONDITIONS

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	Note 1: Business only.		(N)

A2. GENERAL TERMS AND CONDITIONS

A2.3 Establishment And Furnishing Of Service

A2.3.1 Availability Of Facilities

- A. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.
- B. The rates and charges quoted in this Guidebook provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
- C. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the terms and conditions as set forth in Section A5, except as otherwise specified.
- D. Company representatives will explain the availability of all individual line Basic Local Exchange Service options when customers call the Company's business office requesting new service or change in their Basic Local Exchange Service.

A2.3.2 Flat, Measured¹ And Message¹ Rate Service

- A. When Flat, Measured, Message or RegionServ Rate Service is offered in an exchange, an applicant may, at his option, select either type of service or combination of services for the applicant's private residence location. An applicant at a business location may select either Flat, Measured, Message or RegionServ Rate Service when they are available in the exchange. However, a combination of these different types of services will not be furnished to the same subscriber at the same business location. Different applicants at the same business location, even in the same office, may each subscribe to a different type of service as long as each applicant has a different account and the applicants do not share a communication or other key-type system. The exceptions to the mixing restrictions for business locations are listed following:
 1. To existing hotel subscribers as of July 1, 1988, where Flat Rate Service may be furnished for the exclusive use of the hotel management, in addition to the Measured, Message or RegionServ Rate Service ordinarily provided in guests' rooms and lobbies. Flat Rate Service may be provided in guests' rooms and lobbies, in lieu of Measured, Message, or RegionServ service, in addition to Flat Rate Service for management use. Guests may also contract separately for the services that may otherwise be available to them. Effective July 1, 1988, new hotel subscribers will not be allowed to combine Flat Rate Service with Message, Measured or RegionServ Rate Service.
 2. To existing hospital subscribers as of July 1, 1988, where Flat Rate Service may be furnished for the exclusive use of the hospital management, in addition to the Measured, Message or RegionServ Rate Service ordinarily provided in patients' rooms and lobbies. Flat Rate Service may be provided in patient rooms and lobbies in addition to Flat Rate Service for management use. In addition, patients may also contract separately for the services that may otherwise be available to them.
 3. To premises where pay telephones may properly be located;
 4. To local lines used for In-Classroom Computer Access Service as described in paragraphs A3.32, A42.1.2.H and A42.2.2.H;
 5. To premises where Back-Up Line service may properly be located with flat rate primary line service;
 6. To premises where toll terminals are located;
 7. To premises where Flat Rate Service is used for voice transmission and usage service is used for transmission of medical information only, for contingency or temporary use during service outages of the main communication system only, for lines to the subscriber's own automatic attendant or voice mail system only, for fax machines only, or for computer data communications only, and the usage lines are not part of the primary voice system at that location. It shall also apply for premises where usage service is used for voice transmission and Flat Rate Service is used for the same purposes stated above;
 8. To premises where Flat Rate Service is used for voice transmission and the customer subscribes to a service for which the Company requires usage rated network access such as, but not limited to, MegaLink service and LightGate service.

A2.3.3 Reserved For Future Use

A2.3.4 Reserved For Future Use

Note 1: Business only.

(T)

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.1 General

- A. Rates for Basic Local Exchange Service are related to the total number of main station lines, PBX trunks, ESSX-1 Main Station lines and Centrex Type Services Main Station lines in the Local Calling Area.
- B. The rates for service and equipment not specifically shown in this section are presented in other sections of this Guidebook.
- C. Individual Residence and Business Main Station Line Service are comprised of serving central office line equipment and all outside plant facilities needed to connect the serving central office with the customer premises at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the service offering selected by the customer.
- D. Business Measured Service will be available only to customer provided public telephones where RegionServ is available. (C)
RegionServ is not available to customer-provided public telephones.
In locations where the Area Calling Plan is available¹, Business Measured Service and Business RegionServ will no longer be available.
- E. Rates for basic local exchange service include Touch-Tone dialing capability which facilitates the origination of calls using instruments equipped for tone-type address signaling.
- F. Residence Access Line Retention Offer
Existing residential customers who call to disconnect service with AT&T and elect to stay and have one (or up to a maximum of two) access line(s) may be eligible to receive a \$6 per month bill credit for 12 months. The following conditions apply:
 - 1. Customers must keep the required services for 30 days to receive the benefit of this offer.
 - 2. Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.
 - 3. If the customer disconnects the line(s) or moves from their current location, the remaining benefits will cease.
 - 4. AT&T employees are not eligible for this offer.
 - 5. Customer must be calling into AT&T to disconnect their local service.
 - 6. This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$12).
 - 7. Not stackable with any other regulated retention offer that provides a monthly discount.
 - 8. 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.
 - 9. This offer is only available for retention purposes.
 - 10. The monthly bill credit stays in effect as long as the customer remains at the same address and is limited to a maximum of 12 months.
 - 11. Eligible customers may only receive this offer once during the offer benefit period.

Note 1: Effective May 1, 2013, RegionServ is obsoleted for Residence customers. (C)

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 (Business)

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.

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.

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.

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

	Business	USOC
(a) Group 1 (0 - 12,000)	\$120.00	NA
(b) Group 2 (12,001 - 27,000)	120.00	NA
(c) Group 3 (27,001 - 85,000)	120.00	NA
(d) Group 4 (85,001 - 300,000)	120.00	NA
(e) Group 5 (300,001 - 500,000)	120.00	NA

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

(a) Lyles (group 2B)	120.00	NA
(b) Bulls Gap (group 3B)	120.00	NA
(c) Cedar Grove (group 1C)	120.00	NA
(d) Big Sandy (group 2C)	120.00	NA
(e) Summertown (group 2D)	120.00	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.

1. Usage Allowance

	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.

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

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.3 Measured Rate Schedule (Business) (Cont'd)

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

	Rate Discounts and Application Periods							
	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.	
8:00 AM to 5:00 PM ¹	Full Rate	Full Rate	Full Rate	Full Rate	Full Rate	60% Disc.	60% Disc.	(M2)
5:00 PM to 11:00 PM ¹	35% Disc.	35% Disc.	35% Disc.	35% Disc.	35% Disc.	60% Disc.	35% Disc.	(M2)
11:00 PM to 8:00 AM ¹	60% Disc.	60% Disc.	60% Disc.	60% Disc.	60% Disc.	60% Disc.	60% Disc.	(M2)

Day Rate Period = Full Rate
 Evening Rate Period = 35% Discount
 Night and Weekend Rate Period = 60% Discount

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

Note 1: To but not including.

Pages 3.1 and 3.2 are hereby deleted in their entirety and removed from this Guidebook

M1 - Material previously appearing on this page now appears on page(s) 2 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 3.2 of this section.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Schedule (Cont'd)

A3.2.4 Message Rate Schedule (Business)

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,

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

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

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

B. *Reserved for Future Use*

C. Business Individual Line Service (Only where offered)

	Monthly Rate	USOC	
1. Rate groups include Main Station Lines, PBX Trunks, and Centrex Main			(M)
(a) Group 1 (0 - 12,000)	\$120.00	1MB	(M)
(b) Group 2 (12,001 - 27,000)	120.00	1MB	(M)
(c) Group 3 (27,001 - 85,000)	120.00	1MB	(M)
(d) Group 4 (85,001 - 300,000)	120.00	1MB	(M)
(e) Group 5 (300,001 - 500,000)	120.00	1MB	(M)
2. The monthly rates stated herein include an allowance per line for dialed sent paid local calls.			(M)
(a) Allowance, 75 per line (rated at \$.10 each)		NA	(M)
(b) Additional Local Message Charge, per call	.10	NA	(M)

A3.2.5 Centrex Rate Schedule

See Section A110 of this Guidebook.

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

A3.7.1 Flat Rate Exchanges (Cont'd)

A. Rate Groups (R.G.)¹ (Cont'd)

- 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.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

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

- A. Individual Line Message Rate Service is offered only in the exchanges shown herein. (T)
- B. Rate Groups (R.G.)² (M)
 - Arlington¹ (T)
 - R. G. 5 (T)
 - 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 Plains¹ (T)
 - R. G. 5
 - Maynardville¹ (T)
 - R. G. 4
 - Memphis Metro
 - R. G. 5
 - Nashville
 - R. G. 5
 - Old Hickory
 - R. G. 5
 - Soddy-Daisy
 - R. G. 4
 - (DELETED) (D)
 - Note 1:** Exception: Message Rate Service is offered only in connection with Hotel and Hospital Private Branch Exchange Service as provided in A3.20. (T)
 - Note 2:** See paragraph A3.2.4 for Message Rate Schedule. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

(T)

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

(T)

C. Reserved for Future Use

(T)

D. *Reserved for Future Use*

(T)

1. *Reserved for Future Use*

(T)

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

A3.7.2 (DELETED) (D)

A3.7.3 Reserved For Future Use

A3.7.4 Measured Rate Exchanges (*Business*) (C)

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

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	
Bean Station	R. G. 4	(M)
Bells	R. G. 1	(M)
Bent Creek	R. G. 4	(M)
Benton	R. G. 3	(M)
Bethel Springs	R. G. 2	(M)
Big Sandy ¹	R. G. 2C	(M)
Blanche	R. G. 2	(M)
Bolivar	R. G. 2	(M)
Brownsville	R. G. 1	(M)
Bulls Gap ¹	R. G. 3B	(M)
Camden	R. G. 1	(M)
Carthage	R. G. 1	(M)

(DELETED)

Note 1: Exception Rate. (M)

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

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

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

(C)

A. (Cont'd)

1. Rate Groups (R.G.)² (Cont'd)

Cedar Grove ¹	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	(M)
Cumberland Gap	R. G. 2	(M)
Cunningham	R. G. 3	(M)
Dandridge	R. G. 4	(M)
Dayton	R. G. 4	(M)
Decatur	R. G. 4	(M)
Dickson	R. G. 5	(M)
Dover	R. G. 1	(M)
Dyer	R. G. 2	(M)
Dyersburg	R. G. 2	(M)
Eagleville	R. G. 5	(M)
East Sango	R. G. 5	(M)
Elkton	R. G. 2	(M)
Etowah	R. G. 3	(M)
Fairview	R. G. 5	(M)
Fayetteville	R. G. 2	(M)
Flintville	R. G. 2	(M)
Franklin	R. G. 5	(M)
Fredonia	R. G. 3	(M)
Gallatin	R. G. 5	(M)

Note 1: Exception Rate.

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

Page 37.1 and 37.2 are hereby deleted in their entirety and removed from this Guidebook

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

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

(C)

A. (Cont'd)

1. **Rate Groups (R.G.)¹** (Cont'd)

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	
Henning	R. G. 1	(M)
Hohenwald	R. G. 1	(M)
Hornbeak	R. G. 2	(M)
Humboldt	R. G. 2	(M)
Huntingdon	R. G. 2	(M)
Huntland	R. G. 2	(M)
Jackson	R. G. 3	(M)
Jasper	R. G. 4	(M)
Jefferson City	R. G. 4	(M)
Jellico	R. G. 3	(M)
Kenton	R. G. 2	(M)
Kingston	R. G. 4	(M)
Kingston Springs	R. G. 5	(M)
Knoxville	R. G. 5	(M)
LaFollette	R. G. 2	(M)
LaGrange	R. G. 5	(M)
Lake City	R. G. 4	(M)

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

Page 38.1 and 38.2 are hereby deleted in their entirety and removed from this Guidebook

(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

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

(C)

A. (Cont'd)

1. Rate Groups (R.G.)² (Cont'd)

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	
Lyles ¹	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	
McEwen	R. G. 1	(M)
McKenzie	R. G. 2	(M)
Medina	R. G. 2	(M)
Memphis Metro	R. G. 5	(M)
Middleton	R. G. 2	(M)
Milan	R. G. 2	(M)
Morristown	R. G. 3	(M)
Moscow	R. G. 5 (Tennessee Only); R. G. 1 (Mississippi Only)	(M)
Mt. Pleasant	R. G. 3	(M)
Murfreesboro	R. G. 5	(M)
Nashville	R. G. 5	(M)
Newbern	R. G. 2	(M)
Newport	R. G. 2	(M)
Normandy	R. G. 3	(M)
Norris	R. G. 4	(M)
North Spring Hill	R. G. 5	(M)
Oak Ridge	R. G. 4	(M)

Note 1: Exception Rate

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

Page 39.1 and 39.2 are hereby deleted in their entirety and removed from this Guidebook

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

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

(C)

A. (Cont'd)

1. Rate Groups (R.G.)¹ (Cont'd)

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	
Selmer	R. G. 2	(M)
Sevierville	R. G. 4	(M)
Sewanee	R. G. 2	(M)
Shelbyville	R. G. 2	(M)
Smyrna	R. G. 5	(M)
Sneedville	R. G. 1	(M)
Soddy-Daisy	R. G. 4	(M)
Solway	R. G. 5	(M)
Somerville	R. G. 5	(M)
South Cunningham	R. G. 5	(M)
South Fredonia	R. G. 5	(M)
South Pittsburg	R. G. 4	(M)
Spencer Mill	R. G. 5	(M)
Spring City	R. G. 4	(M)
Springfield	R. G. 5	(M)
Spring Hill	R. G. 3	(M)
Summertown ¹	R. G. 2D	(M)
Surgoinsville	R. G. 2	(M)
Sweetwater	R. G. 2	(M)

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

Page 40.1 and 40.2 are hereby deleted in their entirety and removed from this Guidebook

A3. BASIC LOCAL EXCHANGE SERVICE

A3.7 Exchange Rate Groups (Cont'd)

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

(C)

A. (Cont'd)

1. Rate Groups (R.G.)¹ (Cont'd)

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
Whiteville	R. G. 2
Whitwell	R. G. 4
Williamsport	R. G. 3
Winchester	R. G. 2

(M)

(M)

(M)

(M)

(M)

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

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

Page 41.0.1 and 41.1 are hereby deleted in their entirety and removed from this Guidebook

(N)

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

(M)

A9. FOREIGN EXCHANGE SERVICE AND FOREIGN CENTRAL OFFICE SERVICE

A9.1 Foreign Exchange Service

A9.1.1 Terms and Conditions

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

A9.1.2 Reserved For Future Use

A9.1.3 Rates And Charges

A. Methods Of Applying Rates

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

(C)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

(DELETED)

(D)

A13.20.1 General

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

(T)

A13.20.2 Terms and Conditions

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

The codes shown for CCR options are not to be considered all inclusive. Codes may be changed and new or different codes may be added as deemed appropriate by the Company.

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

Note 1: Business only.

(N)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

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A103.2.6	(DELETED)	1	(T)
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A103.2.8	(DELETED)	1	(T)
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A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.1 Reserved For Future Use

A103.2 Statewide Rate Schedule

A103.2.1 *Reserved For Future Use*

A103.2.2 (DELETED)

A103.2.3 *Reserved For Future Use*

(DELETED)

A103.2.4 *Reserved For Future Use*

(DELETED)

A103.2.5 (DELETED)

A103.2.6 (DELETED)

A103.2.7 (DELETED)

A103.2.8 (DELETED)

A103.2.9 RegionServ Rate Schedule

Refer to A3.2.9 for all terms and conditions associated with RegionServ for Residence.

- A. Reserved For Future Use
- B. Reserved For Future Use
- C. Reserved For Future Use
- D. The access line for Residence service is provided at the following rates. All other services offering RegionServ are provided for in the appropriate sections of this Guidebook.

	Monthly Rate	USOC	
1. Access Line			(M)
(a) Residence (Rate Group 1)	\$26.00	NA	(M)
(b) Residence (Rate Group 2)	26.00	NA	(M)
(c) Residence (Rate Groups 3-5)	26.00	NA	(M)
(d) Reserved For Future Use			(M)

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE
A103.2 Statewide Rate Schedule (Cont'd)

A103.2.10 Complete Choice Service

(Obsoleted February 19, 2009, Type D. Not available for new installations, additions or on transfers of service to new location. Customers may add or remove features within the plan.)

A. General

1. Complete Choice 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.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines in the subscriber's exchange and the Extended Area Service (EAS) additional exchanges in 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 services/features specified in the following sections:
 - A13.9 Custom Calling Services
 - A13.19 TouchStar service excluding Calling Number Delivery Blocking-Permanent¹
 - A13.20 Customized Code Restriction
 - A13.34 RingMaster service
 - A13.47 Message Waiting Indication
 - A113.9 Obsolete Custom Calling Services
 - A12.16.2.A Call Hold and Call Pickup only (PCS limitations do not apply)

A subscriber may select an unlimited number of compatible services or features from the sections listed above. All terms, conditions and limitations specified in the sections listed (except as indicated above) 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. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Complete Choice service. Both plans offer grouping service as specified in A3.19 at no additional charge in addition to the features listed in paragraph 3. All services/features specified as available with Complete Choice service are available with each line of a multi-line package. All lines in each multi--ine package must be billed to the same account and located at the same premises.
5. Service charges specified in Section A4 do not apply for a conversion of existing service to/from Complete Choice service.
6. Existing customers of Complete Choice service 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 paragraph 3, unless specifically allowed by the terms of the special promotion.

B. Rates and Charges

1. Individual line service

	Suspend	Monthly	
	Rate	Rate	USOC
(a) Per line (USOCs VR3 and VSB must both be used to provide this service.)	\$13.50	\$48.00	NA
(b) Per Two-Line Plan package or Credit for two individual lines qualifying as Two-Line Plan package	12.00	80.95 -15.05	CCML2 CRD2C
(c) Per Three-Line Plan package	18.00	94.95	CCML3

A103.2.11 Reserved For Future Use

Note 1: This feature is available separately as specified in A13.19.

Page 1.0.1.1 is hereby deleted in its entirety and removed from this Guidebook

M1 - Material previously appearing on this page now appears on page(s) 1 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 1.0.2 of this section.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE
A103.2 Statewide Rate Schedule (Cont'd)

- A103.2.12 PreferredPack Plan** (M1)
- (Obsoleted January 27, 2009, Type D. Not available for new installations, additions or on transfers of service to new location. Customers may add or remove features within the plan.) (M2)
- A. Description of Service** (M2)
 - 1. The PreferredPack plan provides the features/services specified herein, and a flat rate access line with Touch-Tone capability. (M2)
 - 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. (M2)
 - 3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections: (M2)
 - A13.9 Call Waiting ID, Three-Way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access (M2)
 - A13.19 Caller ID, Call Return (M2)
 - A13.47 Message Waiting Indication (M2)
 - A13.70 Privacy Manager service (M2)
- B. Terms, Conditions and Limitations of Service** (M2)
 - 1. The PreferredPack plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in paragraph A103.2.12.A.3. (M2)
 - 2. All terms, conditions and limitations specified in the Guidebook sections listed in paragraph A103.2.12.A.3 apply to the respective features/services requested as part of this package. (M2)
 - 3. 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. (M2)
 - 4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing PreferredPack plan package by adding, deleting or changing features/services requested as part of the package. (M2)
 - 5. Existing customers of the PreferredPack plan can not take advantage of special promotions for the PreferredPack plan or any of the features/services specified in paragraph A103.2.12.A.3 unless specifically allowed by the terms of the special promotion. (M2)
 - 6. The PreferredPack plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies. (M2)
- C. Rates and Charges** (M2)
 - 1. The following monthly rates apply for the PreferredPack plan. (M2)

	Suspend Rate	Monthly Rate	USOC
(a) Per plan package	\$6.00	\$45.00	PAMA5

M1 - Material previously appearing on this page now appears on page(s) 1.0.1 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 1.0.3 of this section.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE
A103.2 Statewide Rate Schedule (Cont'd)

- A103.2.13 2 Pack Plan** (M1)
- (Obsolated January 27, 2009, Type D. Not available for new installations, additions or on transfers of service to new location. (M2)
 Customers may add or remove features within the plan.) (M2)
- A. Description of Service** (M2)
 - 1. The 2 Pack Plan provides the features/services specified herein, and a flat rate access line with Touch-Tone capability. (M2)
 - 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. (M2)
 - 3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections: (M2)
 - A13.9 Call Waiting ID, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access (M2)
 - A13.19 Caller ID (M2)
 - A13.47 Message Waiting Indication (M2)
- B. Terms, Conditions and Limitations of Service** (M2)
 - 1. The 2 Pack Plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in paragraph A103.2.13.A.3, but the customer must select Call Waiting Deluxe and Caller ID-Deluxe. (M2)
 - 2. All terms, conditions and limitations specified in the sections listed in paragraph A103.2.13.A.3 apply to the respective features/services requested as part of this package. (M2)
 - 3. 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. (M2)
 - 4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing 2 Pack Plan package by adding, deleting or changing features/services requested as part of the package. (M2)
 - 5. Existing customers of the 2 Pack Plan can not take advantage of special promotions for the 2 Pack Plan or any of the features/services specified in paragraph A103.2.13.A.3 unless specifically allowed by the terms of the special promotion. (M2)
 - 6. The 2 Pack Plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified herein applies. (M2)
- C. Rates and Charges** (M2)
 - 1. The following monthly rates apply for the 2 Pack Plan. (M2)

	Suspend Rate	Monthly Rate	USOC	
(a) Per plan package	\$6.00	\$40.00	PAMA6	(M2)

M1 - Material previously appearing on this page now appears on page(s) 1.0.2 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 1.0.4 of this section.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.2 Statewide Rate Schedule (Cont'd)

A103.3 Reserved For Future Use

(M1)

A103.4 Reserved For Future Use

(M2)

A103.5 Reserved For Future Use

(M2)

A103.6 Reserved For Future Use

(M2)

A103.7 *Reserved For Future Use*

(M2)

A103.7.1 Reserved for Future Use

(C)(M2)

A103.7.2 *Reserved for Future Use*

(M2)

(DELETED)

(C)(M2)

A103.7.3 Reserved for Future Use

(D)(M2)

A103.7.4 *Reserved for Future Use*

(M2)

(DELETED)

(C)(M2)

(D)(M2)

M1 - Material previously appearing on this page now appears on page(s) 1.0.3 of this section.

M2 - Material appearing on this page previously appeared on page(s) 1.1, 1.1.9 and 1.1.10 of this section.

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.8 Joint User Service

(Obsoleted 12/13/86, Type D, Guidebook Reference A3.8.)

Existing customers with Joint User Service located at the same address established prior to 12/13/86 may request changes or modifications of existing joint user accounts and/or additions of new joint users and/or moves within the same premises on or after 12/13/86 under the terms and conditions described herein. Subscribers who relocate, transfer service responsibility and/or establish service after 12/13/86 will be furnished service according to the conditions specified in other sections of this Guidebook.

A103.8.1 Application, Terms and Conditions

- A.
In general, business exchange service is furnished for the exclusive use of the business subscriber and his employees, agents, and representatives. Joint User Service is a shared service arrangement which allows the business exchange service of a subscriber to be used, when designated by the primary subscriber, by individuals, firms, or corporations not otherwise permitted use of the subscriber's business service.
(M1)
(M2)
- B.
Joint User Service is permitted in connection with the following:
(M2)
 - 1. Business Individual Line Flat Rate, Measured Rate, or Message Rate. (M2)
 - 2. Commercial PBX Flat Rate or Message Rate Service. (M2)
 - 3. Hotel PBX Service. (M2)
 - 4. ESSX-1 Service. (M2)
 - 5. Centrex Service (excluding Dormitory Centrex). (M2)
 - 6. Foreign Exchange (M2)
- C.
Where service is furnished at a concession rate to the primary subscriber, Joint User Service will not be provided unless the proposed joint user would himself be entitled to service at a concession rate, if he were a primary station subscriber. No concession is allowed from the regular rates for Joint User Service.
(M2)
- D.
Application for Joint User Service and for changes in service or equipment furnished therewith must be executed by the primary subscriber. The primary subscriber is responsible for payment of all charges incurred, regardless of whether such charges are associated with his usage or that of any of his joint users. Stations, including associated mileage charges, additional listings and miscellaneous equipment are furnished, with the consent of the primary subscriber, for use of the joint user, at regular rates.
(M2)
- E.
Charges for Joint User Service date from the day the Company's information records are posted and are payable monthly in advance. The minimum chargeable period for Joint User Service is the life of the directory issue in which the listing first appears, not to exceed one year from the effective date of the listing. Contracts for Joint User Service are self-renewing for periods of one directory issue, not to exceed one year from the effective date of the directory. In the event the joint user listing does not appear in the directory, the minimum chargeable period is for one month.
(M2)
- F.
Joint User Service is terminated and charges for Joint User Service are automatically discontinued upon termination of the primary subscriber's service. Charges for Joint User Service may be discontinued at the request of the subscriber provided that the joint user no longer utilizes any of the customer service or equipment, and also that the terms of the minimum service period have been satisfied.
(M2)
- G.
The total charges for service allocated by the primary subscriber among the subscriber and his joint users shall not exceed the charges of the Company to the primary subscriber as set forth in this Guidebook.
(M2)
- H.
Joint users of a primary subscriber's service must have the option of obtaining service directly from the Company.
(M2)
- I.
A joint user is entitled to one listing in the alphabetical section of the directory.
(M2)
- J.
Joint User Service is not provided on party lines.
(M2)

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