

**TARIFF DISTRIBUTION**

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PURPOSE: This project modifies standard intercept and referral services to refer calls to the standard end office announcement and eliminates all other referral of intercept types.

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## A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

### A12.7 Direct-Inward Dialing (DID) Service

#### A12.7.1 Terms and Conditions

- A. DID service permits calls incoming to a PBX or other CPE from the network to reach a specific station line number without the assistance of an attendant. DID service is provided subject to the availability of facilities and may be furnished from the central office which regularly serves the area in which the customer is located or from a foreign central office equipped to provide DID service subject to the appropriate intra/interexchange rates.
- B. Rates are in addition to the rates shown elsewhere in this and other Company guidebooks for the services and equipment with which this offering is associated.
- C. The service includes central office switching equipment necessary for in-dialing from the network directly to station lines associated with customer premises switching equipment.
- D. The service must be provided on all trunks in a group arranged. Each trunk group shall be considered a separate service. Grouping Service will not be provided between separate trunk groups.
- E. Facilities and operational characteristics of interface signals between the Company-provided connecting arrangements and the customer provided switching equipment must conform to the terms and conditions the Company considers necessary to maintain proper standards of service.
- F. One primary listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in Section A6.
- G. The customer shall be responsible for providing interception of calls to vacant and non-working assigned DID numbers by means of attendant intercept or recorded announcement service.
- H. DID numbers are provided in blocks consisting of minimum of 20 consecutive numbers which may be assigned to station lines or reserved for future use at rates specified herein. The Company does not guarantee to provide a number block consecutive to any other number block or to provide DID numbers arranged in a consecutive manner. If the DID numbers provided cannot be arranged in a consecutive manner, they will still be provided at rates and charges for consecutive numbers. When a number is removed from an existing consecutive DID number group, the installation charge and monthly rates for Non-Consecutive DID apply to the remaining numbers. If a customer requesting Non-Consecutive DID numbers does not have DID service at the time the Non-Consecutive DID numbers are requested, a minimum of 20 Non-Consecutive DID numbers must be ordered. The Company will be responsible for interception and administration of reserved numbers.
- I. Automatic Intercept Service (AIS) for a non-listed disconnected DID number will be provided at the rate shown in paragraph A12.7.2A., where facilities permit. AIS will provide *intercept and* referral to *a standard central office recorded announcement* for a maximum period of twelve months or until the delivery of the new directory, where available, whichever comes first.

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**A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

**A12.7 Direct-Inward Dialing (DID) Service (Cont'd)**

**A12.7.2 Rates And Charges**

**A. Direct Inward Dialing (DID) Charges**

	<b>Nonrecurring Charge</b>	<b>Monthly Rate</b>	<b>USOC</b>
1. Group of 20 Working or Reserved DID Numbers <sup>1</sup>			
(a) Working Numbers, each	<b>\$55.00</b>	<b>\$41.00</b>	<b>ND4</b>
(b) Reserved Numbers, each	<b>55.00</b>	<b>41.00</b>	<b>NDV</b>
2. DID Trunk Termination in Central Office			
(a) Each, Inward Only Trunk <sup>2</sup>	<b>50.00</b>	<b>157.00</b>	<b>NDT</b>
(b) Each, Combination Trunk with Call Transfer <sup>2,3</sup>	<b>250.00</b>	<b>197.00</b>	<b>NCT</b>
3. Multi-frequency (MF) Pulsing Option <sup>4</sup>			
(a) Each Trunk	-	<b>78.00</b>	<b>S5MBD</b>
4. Dual Tone Multi-frequency (DTMF) Option			
(a) Each Trunk	-	<b>78.00</b>	<b>S5DBD</b>
5. Automatic Intercept Service <sup>5</sup>			
(a) per number referred	<b>16.00</b>	-	<b>ND1</b>
6. Non-Consecutive DID Numbers <sup>1</sup>			
(a) Each	<b>1.25</b>	<b>9.00</b>	<b>ND5</b>
7. Reserved Non-Consecutive DID Numbers <sup>1</sup>			
(a) Each	<b>1.25</b>	<b>9.00</b>	<b>ND6</b>

**Note 1:** The installation charge in A12.7.2.A.1.(a) applies for the establishment of the first group of Non-Consecutive DID numbers where the customer does not currently have DID service. It also applies for the first group of Reserved Numbers or the first Reserved Non-Consecutive DID number where the customer does not currently have DID service or Non-Consecutive DID numbers.

**Note 2:** In addition to the rates and charges for the DID Trunk Termination, rates and charges for DID PBX Trunks or NARs as specified in Section A3 apply as appropriate.

**Note 3:** Combination DID Trunk Terminations with the Call Transfer feature are only provisioned where facilities permit.

**Note 4:** Provides faster signaling on DID PBX trunks or NARs. The choice of pulsing alternative depends on the customer's premises equipment.

**Note 5:** Provides automated *intercept and* referral of calls from a non-listed disconnected DID number to a *standard central office recorded announcement* for twelve months or until the delivery of the new directory, where available, whichever comes first. AIS is available where facilities permit.

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## **A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**

### **A12.25 BellSouth Centrex Service (Cont'd)**

#### **A12.25.3 Unconditional Satisfaction Guarantee**

- A. If the subscriber is not completely satisfied with BellSouth Centrex service within ninety (90) days of the earliest effective billing date, all payments will be handled as indicated in this paragraph.
1. The following charges will be refunded:
    - a. Nonrecurring and recurring charges (up to ninety days recurring billing) for rate elements as specified in this section for BellSouth Centrex service.
    - b. Service charges from Section A4.
  2. The following charges will not be refunded:
    - a. End User Common Line charges as specified in BellSouth Telecommunications, Inc. Tariff F.C.C. No. 1, Section 4.
    - b. Usage Charges from Section A3. of this Guidebook.
  3. Customer-provided equipment acquired for use with BellSouth Centrex service will not be included in this plan.
  4. Other facilities, features, and services not located in this section will not be included in this plan.
  5. This guarantee will not apply to transfers of service, moves, conversions, or renewal of Payment Plan and/or Rate Stability Plan.
  6. BellSouth Centrex service will be disconnected no later than ten (10) days after receipt of notification of dissatisfaction.
  7. Subscribers requesting an extension of the ten (10) day disconnection interval to accommodate installation of a replacement product/service, will be billed the recurring rates applicable to the subscriber's system when installed for that period, not to exceed six (6) months.
  8. Subscribers must retain continuous service beyond the ninety (90) days utilizing other services of the Company.
  9. Cancellation charges will not apply to BellSouth Centrex service disconnected under this plan.

#### **A12.25.4 Intercept of Calls**

- A. Rerouting of calls that cannot be completed to the number originally dialed will be offered either standard Intercept or Automatic Number Referral.
1. Intercept - Incoming calls from the exchange and long distance message networks to unassigned station numbers are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service. Intercommunicating calls to unassigned station numbers are intercepted by central office recorded announcement equipment which is common to all subscriber's BellSouth Centrex service systems served out of the same office. The announcement states that the number is not in service. (C)
  2. Automatic Number Referral - Incoming calls to a number that has been disconnected or changed may be routed to a mechanized announcement that tells the calling party that the number they dialed is not in service. Numbers for station lines that are listed in the Company's Listing Information System will be provided Automatic Number Referral (if desired) at no charge if disconnected or changed. Numbers for station lines not listed in the Company's Listing Information System may be provided Automatic Number Referral with charges from paragraph A12.25.12, applicable per number referred. (C)

#### **A12.25.5 Conversions**

- A. MultiServ service, MultiServ PLUS service, ESSX Service, Digital ESSX service and ESSX-1 service will be converted to BellSouth Centrex service as follows. Conversions will be based on the Company's standard provisioning intervals. Paragraph A12.25.5 only applies to the conversion of existing service and is not meant to apply to the provision of new service.
1. Nonrecurring charges from this section will not apply.
  2. Termination Liability/Cancellation Charges for original service will not apply.
  3. Service charges from Section A4 will not apply.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.79 211 Dialing Service

#### A13.79.1 General

- A. 211 Dialing Service ("211") is a three digit local dialing arrangement available in specified areas for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
- B. 211 is available in AT&T Territory only. To provide access to a 211 number to end users in an independent company territory or to a competitive local exchange companies (CLEC) end user within the local calling area, the 211 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- C. The Local Calling Area of the 211 subscriber will be the Basic Local Calling Area as defined in A3.6, as facilities permit. If local calling areas are merged, and a 211 number exists in both areas, the 211 subscriber who established the 211 Service first in time will be entitled to retain the 211 number in the merged local calling area.
- D. This service is furnished subject to the availability of the 211 number.
- E. 211 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc).
- F. Limitations and use of service as stated in Section A2 apply.
- G. Directory Listings may be provided for 211 at rates, terms and conditions as specified in Section A6.
- H. Access to 211 is not available to the following classes of service:
  - Payphone Service Provider Telephones (PSPs)
  - Hotel/Motel/Hospital Service
  - 1+
  - 0+, 0- (Third-Party Billing, Collect Calls)<sup>1</sup>
  - Inmate Service
  - 101XXXX
  - Cellular - Type 2A

In addition, operator assisted calls to the 211 subscriber will not be completed.
- I. The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly.
- J. An "affiliate" of a 211 subscriber is any entity that directly or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 211 subscriber. The term "control" (including the terms "controlling", "controlled by, and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.
 

If a 211 subscriber becomes an affiliate of or is acquired by another 211 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 211 number within 6 months of the merger or acquisition.
- K. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Calling Number Identification service in A13.
- L. Calls to a disconnected 211 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.81 511 Dialing Service

#### A13.81.1 General

- A. 511 Dialing Service ("511") is a three digit local dialing arrangement available in specified areas, for delivery of general information via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services. In addition, the 511 subscriber must comply with any orders and rules pertaining to 511, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
- B. 511 is available from AT&T in AT&T Territory only. To provide access to 511 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the 511 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to travel information services provided by 511.
- C. The Local Calling Area of the 511 Service subscriber will be the basic Local Calling Area defined in A3.6, as facilities permit. If local calling areas are merged, and a 511 number exists in both areas, the 511 subscriber who established 511 first in time will be entitled to retain the 511 number in the merged local calling area.
- D. This service is furnished subject to the availability of 511 numbers.
- E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- F. Limitations and use of service as stated in Section A2 apply.
- G. Directory Listings may be provided for 511 at rates, terms and conditions as specified in Section A6.
- H. Access to 511 is not available to the following classes of service:
  - 1+
  - 0+, 0- (Third-Party Billing, Collect Calls) <sup>1</sup>
  - Inmate Service
  - 101XXXX
  - Cellular - Type 2A

In addition, operator assisted calls to the 511 subscriber will not be completed.

- I. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.
- J. An "affiliate" of a 511 subscriber is any entity that directly or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term "control" (including the terms "controlling", "controlled by" and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within six (6) months of the merger or acquisition.

- K. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Identification service in A13.
- L. Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of sixty (60) days, when the 511 provider is a Company subscriber. (C)

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.82 311 for Non-Emergency Municipal Use

#### A13.82.1 General

- A. 311 for Non-Emergency Municipal Use (“311”) is a three digit local dialing arrangement available in specified areas from the Company, for delivery of general information via voice grade facilities. The Federal Communications Commission (FCC) in CC Docket 92-105, assigned the 311 code for access to non-emergency police and other government agencies. The 311 subscriber must comply with any orders and rules pertaining to 311, adopted by the FCC in rulemaking proceeding CC Docket 92-105. Eligible customers that have already received 311 pursuant to the FCC requirements will be considered to be the assignee.
- B. 311 is available from AT&T in AT&T Territory only. To provide access to 311 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users per central office switch, the 311 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 311 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach non-emergency police and other governmental agencies by dialing 311.
- C. 311 will be assigned to the subscriber on a central office-by-central office basis, as facilities permit. If central offices are merged, and a 311 “point-to” number exists in both central offices, the 311 subscriber who established 311 first in time will be entitled to retain the 311 “point-to” number in the merged central office.
- D. 311 for Non-Emergency Municipal Use is subject to the availability of 311 as an abbreviated dialing code and will be deployed by AT&T on a “first come, first served” basis.
- E. 311 for Non-Emergency Municipal Use can be accessed via regular exchange access lines (by individual business lines, PBX trunks, etc.) unless such lines invoke N11 dialing restrictions or other customized dialing restrictions.
- F. Limitations and use of service as stated in Section A2 apply.
- G. Directory Listings may be provided for 311 for Non-Emergency Municipal Use at rates, terms and conditions as specified in Section A6.
- H. Access to 311 is not available to the following classes of service:
  - Payphone Service Provider Telephones (PSPs)
  - Hotel/Motel/Hospital Service
  - 1+
  - 0+, 0- (Third-Party Billing, Collect Calls)<sup>1</sup>
  - Inmate Service
  - 101XXXX
  - Cellular - Type 2A

In addition, operator assisted calls to the 311 subscriber will not be completed.
- I. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity without prior approval from the Company.
- J. An “affiliate” of a 311 subscriber is any entity that directly or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 311 subscriber. The term “control” (including the terms “controlling”, “controlled by, and under common control with”) means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.
 

If a 311 subscriber becomes an affiliate of or is acquired by another 311 subscriber through merger, acquisition, annexation or otherwise, then the affiliated subscribers must surrender all but one 311 number within 6 months of the merger or acquisition.
- K. 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Calling Number Identification service in A13.
- L. Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of 60 days, when the 311 subscriber is a Company subscriber.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.83 811 CALL BEFORE YOU DIG SERVICE

#### A13.83.1 General

- A.** 811 Call Before You Dig Service ("811") is a three (3) digit local dialing arrangement used for the One Call Center. One call notification is a communication system established by operators of underground facilities and/or state governments to provide a means for excavators and the general public to notify facility operators in advance of their intent to engage in excavation activities.

This service is provided pursuant to the Federal Communications Commission's (FCC's) Sixth Report and Order in CC Docket No. 92-105, which designated "811 as the national abbreviated dialing code to be used by state One Call notification systems for providing advanced notice of excavation activities to underground facility operators in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act)."

- B.** Callers who dial 811 will be routed to the call center via the local 7 or 10 digit or a toll free "point-to" number selected by the One Call Center. There will be no charge to the end user dialing 811.
- C.** Access to 811 is not available to the following:

- Hotel/Motel/Hospital Service
- 1+
- 0+, 0- (Third-Party Billing, Collect Calls)<sup>1</sup>
- Inmate Service
- 101XXXX
- Cellular - Type 2A
- Independent Telephone Companies (ICOs)

In addition, operator assisted calls to the 811 subscriber will not be completed.

- D.** 811 will be assigned on a central office-by-central office basis, as facilities permit. 811 will be provided under the following conditions.

1. The customer will subscribe to adequate facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 811 without impairing the Company's general service or plant.
2. Calls to a disconnected Public Dialing Service code (including 811) will be routed to intercept announcement facilities for a maximum of sixty (60) days.
3. Provision of recorded messages and/or announcements associated with 811 Call Before You Dig Service is the sole responsibility of the 811 subscriber.
4. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this service. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

(C)

#### A13.83.2 Rates and Charges

- A.** Application of Rates

1. 811 subscribers will pay the normal charges for their local exchange access arrangements (e.g., PBX trunks, Centrex Type Services, lines, etc.) used for transporting and terminating messages at the 811 subscriber's designated premises.
2. Applicable service order charges as specified in Section A4 will apply, in addition to the following rates.
3. Suspension of 811 as covered in Section A2., is not applicable for this service.
4. A Central Office Activation charge will apply per central office switch translated to the lead number.
5. A charge will apply to changes to the point-to number at the subscriber's request, per 811 Dialing Service, per central office switch.

**Note 1:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.