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**A7. CO N TELEPHONE SERVICE**

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A7. CO N TELEPHONE SERVICE

A7.4 Access Line Service For Custom er-Provided Public Telephones (Obsol eted, See Section A107)

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A7. CO N TELEPHONE SERVICE

A7.4 Access Line Service For Customer-Provided Public Telephones (Contd)  
(Obsoleted, See Section A107)

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A7. CO N TELEPHONE SERVICE

A7.4 Access Line Service For Customer-Provided Public Telephones (Contd) o)  
(Obsoleted, See Section A107)

A7. CO N TELEPHONE SERVICE

A7.4 Access Line Service For Customer-Provided Public Telephones (Contd) o)  
(Obsoleted, See Section A107)

Pages 8.2 and 8.3 are hereby deleted in their entirety and removed from this Guidebook.

A7. CO N TELEPHONE SERVICE

A7.4 Access Line Service For Customer-Provided Public Telephones (Contd) o)  
(Obsoleted, See Section A107)

A7. CO N TELEPHONE SERVICE

A7.4 Access Line Service For Customer-Provided Public Telephones (Contd) o)  
(Obsoleted, See Section A107)



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A7. CO N TELEPHONE SERVICE

A7.4 Access Line Service For Customer-Provided Public Telephones (Contd) o)  
(Obsoleted, See Section A107)

Page 10.1 is hereby deleted in its entirety and removed from this Guidebook.

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A7. CO N TELEPHONE SERVICE

A7.4 Access Line Service For Customer-Provided Public Telephones (Contd) o)  
(Obsoleted, See Section A107)

Pages 11.1 through 13 are hereby deleted in their entirety and removed from this Guidebook.

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TN -21-0021

EFFECTIVE: June 1, 2021

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## A107.OBSOLETE SERVICE OFFERINGS - COIN TELEPHONE SERVICE

### A107.1 Reserved For Future Use

### A107.2 (DELETED)

### A107.3 Reserved For Future Use

### A107.4 Access Line Service For Customer-Provided Public Telephones

Obsoleted June 1, 2021; Type D. Beginning June 1, 2021, new orders for this service will no longer be accepted. Current subscribers may keep their service at its existing location. The Company currently plans to discontinue this service on or after June 1, 2025.

#### A107.4.1 Definition And Requirements

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

A. Every company or individual, who is not a public telephone company certified by the TRA in accordance with TCA 65-4-201, operating a public pay telephone instrument located in the state of Tennessee connected with or to be connected with the public network shall be authorized by the TRA to provide pay telephone service in accordance with Rules in Chapter 1220-4-2. Customer-provided public pay telephone service shall mean the resale of local service and/or intrastate toll telephone service through customer or telephone company provided equipment which is coin operated or coinless and whose calls are sent paid or non-sent paid.

In order to insure uniformity throughout the state with regard to the provision of pay telephone service to the public, the owner or operator of a public pay telephone service seeking authorization to operate a pay telephone service shall agree to abide by the Rules of the TRA as outlined in Chapter 1220-4-2 including, but not limited to the following:

1. The following calls shall be provided without depositing money and free of charge to the customer: calls to the Company's operator; 911 or emergency numbers; toll-free and 800 service numbers; pay phone repair and refund numbers; and interexchange access numbers.<sup>1</sup>
2. Local call charges are market based.<sup>1</sup>
3. The public pay telephone shall provide the following: two way calling capability (unless waived by the TRA); no time limits on calls; the acceptance of nickels, dimes and quarters; and coin return for incomplete calls (coinless phones shall not be required to accept coins).
4. All public pay telephone instruments installed after July 1, 1990 shall be installed in accordance with the requirements of the American National Standards Institute for Buildings and Facilities - Providing Accessibility and Usability for Physically Handicapped People, ANSI, A 117.1 (1986), Section 4.29, Telephones. Provided, however, that in a given location where an owner has installed more than one instrument, only one pay telephone instrument shall be required to meet those requirements.
5. All public pay telephone instruments shall comply with TRA approved telecommunication industry standards and the current National Electric Code.
6. Local telephone directories shall be provided at each pay telephone service location.
7. The owner shall read and comply with all TRA rules and regulations governing public pay telephone service.
8. The owner shall charge for intrastate toll calls, including operator assistance surcharges, no more than the rates approved by the TRA for the Company and the dominant interexchange carrier in the state.
9. The owner shall provide an instrument capable of completing local and long distance calls. Provided however, that a coinless pay telephone is exempt from this requirement as long as the instrument is located in close proximity or next to a pay phone with local and long distance calling capabilities.
10. The owner agrees to provide customer access to all interexchange carriers certificated to do business in Tennessee in the interexchange carrier's preferred manner as officially designated by said carrier to the TRA.

Note 1: Pursuant to the Federal Communication Commission's Report and Order, Order on Reconsideration and Request for Clarification of Effective Date of Compensation for Directory Assistance Calls in CC Docket No. 96-128, the local coin rate and directory assistance rate charged to end users is market based as of October 7, 1997.

A107.OBSOLETE SERVICE OFFERINGS -CON TELEPHONE SERVICE

A107.4 Access Line Service For Customer-Provided Public Telephones (Cont'd)

(F) (D)

A107.4.1 Definition and Requirements (Cont'd)

(F) (D)

B. Additional Requirements

(D)

1. Completion of local and IntraLATA Toll messages are provided by the Company. (D)
2. The service is furnished subject to the condition that all applicable terms and conditions in Section A2 will be adhered to, with the exception of paragraphs A2.2.1.A and A2.2.1.B, which restrict the use of service and prohibit payment to the customer by another for use of the service. (D)
3. The service is provided for use by the subscriber but may be used by others when so authorized by the subscriber, provided that all such usage is subject to the provisions of this guidebook. (D)
4. This service is not subject to concessions. (D)
5. This service may not be suspended at a reduced rate. (D)
6. This access line may include an optional screening feature to prevent the operator from allowing toll charges against the subscriber's line. The operator also cannot perform coin collecting functions. (D)
7. The Company is not responsible for refunds of coins deposited in customer provided public pay telephones. (D)
8. The subscriber to this service will be responsible for any and all toll charges billed to the subscriber's account. (D)
9. The public pay telephone instrument must have an FCC Registration Number and must be connected to the Company's network in compliance with Part 68 of the FCC Rules and Regulations. (D)
10. This service is available in wire centers noted in paragraph C. (D)
11. The public pay telephone service may only be connected to access line service for customer provided public telephones as provided herein. It must be served on a single public telephone access line directly connected to the Company's network and billed at the guidebook rate. (D)
12. Installation, maintenance and operation of the public telephone instrument is the responsibility of the owner. Timely repairs shall be performed on the instruments by the owner; access lines are the responsibility of the Company. (D)
13. For customers subscribing to Caller ID - Deluxe, as specified in paragraph A13.19.2.H, if the incoming call originates from a customer provided public pay telephone instrument, the name information transmitted will always be "Pay Phone". (D)

C. Availability

(D)

Effective August 1, 2017, Access Line Service For Payphone Service Provider Telephones is only available in locations served by the following Wire Centers, listed by Exchange:.

<u>Exchange</u>	<u>Wire Center(s) where Available</u>	
Ashland City	ASCYTNM A	(D)
Bolivar	BLVRTNM A	(D)
Brownsville	BWVLTNM A	(D)
Camden	CM DNTNM A	(D)
Chattanooga	CHTGTNBR, CHTGTNRO, CHTGTNSE	(D)
Clarksville	CLVLTNM A	(D)
Cleveland	CLEV TNM A	(D)
Collierville	CRVLTNM A	(D)
Dayton	DY TN TNM A	(D)
Franklin	FKLNTNCC, FKLNTNM A	(D)
Gallatin	GALLTNM A	(D)
Goodlettsville	GDVLTNM A	(D)
Humboldt	HMBLTNM A	(D)
Huntingdon	HNTG TNM A	(D)
Jackson	JCSN TNM A, JCSN TNNS	(D)
Jasper	JSPR TNM T	(D)
Jellico	JLLCTNM A	(D)

A107.OBSOLETE SERVICE OFFERINGS - COIN TELEPHONE SERVICE

A107.4 Access Line Service For Customer-Provided Public Telephones (Contd)

(T) (D)

A107.4.1 Definition and Requirements (Contd)

(T) (D)

C. Availability (Contd)

(D)

<u>Exchange</u>	<u>Wire Center(s) where Available</u>	
Knoxville	KNVLTNMA,KNVLTNWH,KNVLTNYH	(D)
Lafollette	LFLTNNMA	(D)
Madisonville	MDVITNMT	(D)
Memphis	MMPTNBA,MMPTNCK,MMPTNCT,MMPTNEL, MMPTNFR,MMPTNGT,MMPTNMA,MMPTNMT, MMPTNOA,MMPTNSL,MMPTNST	(D)
Monistown	MRTWNNMA	(D)
Murfreesboro	MRBOTNMA	(D)
Nashville	NSVLTNAA,NSVLTNAP,NSVLTNBV,NSVLTNCD, NSVLTNCH,NSVLTNHH,NSVLTNIN,NSVLTNMC, NSVLTNMT,NSVLTNST,NSVLTNWM	(D)
Oak Ridge	OKRGTNMT	(D)
Paris	PARSTNMA	(D)
Rogersville	RRVLTNMA	(D)
Savannah	SVNHTNMT	(D)
Sevierville	SVVLTNMT	(D)
Sneedville	SNVLTNMA	(D)
Tiptonville	TPVLTNMA	(D)
Union City	UNCYTNMA	(D)
White Bluff	WHBLTNMT	(D)

A107.4.2 Reserved For Future Use

(T) (D)

A107.4.3 Reserved For Future Use

(T) (D)

A107.OBSOLETE SERVICE OFFERINGS - CON TELEPHONE SERVICE

A107.4 Access Line Service For Customer-Provided Public Telephones (Cont'd)

(F) (0)

A107.4.4 Reserved For Future Use

(F) (0)

A107.4.5 Rates And Charges

(F) (0)

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

1. Usage Rate

(0)

	Monthly Rate	USOC	
a. Service Charge			(0)
(1) Per Access Line			(0)
(a) Basic Rate	\$16.57	NA	(0)
b. Local Usage			(0)
(1) Local Usage			(0)

	Per Minute	USOC	
(a) Per Minute	\$.0042	NA	(0)
c. The following access line feature charge is applicable (where available) in addition to the monthly charges in paragraphs a., and b.			(0)

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

(0)

	Monthly Rate	USOC	
(a) Unrestricted, two way, each	-	14Q	(0)
(b) Restricted, two way, each <sup>2,3</sup>	-	1RQ	(0)
(c) Unrestricted, outward, each	-	11G	(0)
(d) Restricted, outward, each <sup>2,3</sup>	-	1KQ	(0)
(e) Restricted, two way, each <sup>2,4</sup>	-	12J	(0)
(f) Restricted, outward, each <sup>2,3,6</sup>	-	17J	(0)
(g) Restricted, two way, each <sup>2,5</sup>	-	12K	(0)
(h) Restricted, outward, each <sup>2,3,7</sup>	-	17K	(0)
(i) Restricted, two way, each <sup>2,8</sup>	-	12S	(0)

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

(0)

Note 2: Provides operator screening.

(0)

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

(0)

Note 4: Provides central office blocking of 7- or 10-digit local, 976, 1+DDD, all 101XXXX direct dialed calls and 1+900 calls. Provides screening information to the operator to prevent operator-assisted sent-paid calls from being billed to the line. Further, third number and collect calls to Customer-Provided Public Telephones are not allowed<sup>9</sup>. Provides central office blocking of 011+ and 101XXXX 011+ calls.

(0)

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

(0)

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

(0)

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

(0)

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

(0)

Note 9: Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Local Verification/Interruption Service are discontinued.

(0)

A107.OBSOLETE D SERVICE OFFERINGS - CO N TELEPHONE SERVICE

A107.4 Access Line Service For Custom er-Provided Public Telephones (Contd) (T) (D)

A107.4.5 Rates And Charges (Contd) (T) (D)

A. (Contd)

- 2. The follow ing charge w ill apply for reconnection due to disconnection for a violation of this Guidebook or violation of the Rules of the TRA as outlined in Chapter 1220-4-2. (D)

	Nonrecurring Charge	USOC	
(a) Reconnection Charge	\$58.50	NA	
3. Service charges are applied on the sam e basis as for individual line business service covered in Section A 4.			(D)
4. A t the request of the subscriber, Touch-Tone Calling Service m ay be provided as covered in Section A 13.			(D)
5. Trouble D etem ination Charges are applied on the sam e basis as for individual line business service covered in Section A 4.			(D)
6. (DELETED)			
7. O perator handled local calls w ill be billed to the end user at the rate specified in paragraph B , plus the appropriate operator service charge specified in Section A 3.			(D)
8. O perator handled intraLATA toll calls w ill be billed to the end user at the rates, including the appropriate operator services charge, specified in Section A 18.			(D)
9. Zone charges are charged on the sam e basis as applies to other types of individual line service.			(D)
10. Listings in connection w ith two-way public telephone access lines are furnished under the sam e rates, term s and conditions in Section A 6., as other business service. Listings are not available for outward coinless public telephone access lines.			(D)
11. Non-sent paid local calls w ill be rated to the end user at the rate set specified in paragraph B , plus the appropriate operator surcharge in Section A 3.			(D)

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

A107.4.6 Reserved For Future Use (T) (D)

A107.4.7 Custom er Provided Public Inm ate Calling Service (CPPICS) (T) (D)

- A. Access line service for custom er-provided public telephone service when provided for exclusive use of inm ates (hereafter called Custom er-Provided Public Inm ate Calling Service, or CPPICS) served w ithin the confines of a penal, conectional or m ental institution. (D)
- B. Generally, access lines to this service m ust be dedicated w ith one line for each station located w ithin the inm ate served area. The only perm itted exception to this requirem ent is as follow s: (D)
  - W hen a station cannot be accessed by an end user, the access line w hich otherw ise w ould have served that station m ay be used to serve a station w hich can be accessed by an end user. The resulting service m ust be such that every station w hich can be accessed by an end user at any given tim e m ust be provided access to the public sw itched network on the sam e basis as single party service. (D)
- C. Charges to initiate public calls utilizing these access lines are not to exceed the am ounts specified in A107.4.5.B for local m essages, and long distance m essage charges specified in A 18. (T) (D)
- D. In lieu of Public Telephone Access Service as described elsew here in A107.4, CPE stations subscribing to CPPICS are provisioned by the custom er as follow s: (T) (D)
  - 1. M ay be ananged for outward only calling. (D)
  - 2. M ay be ananged to term inate calls after a certain am ount of conversation tim e, or in cases of em ergency in accordance w ith any Term s and Conditions of the TRA and upon notification to the Company of such an anangement. The Company w ill not provide creditor equivalent service to the called or calling parties for such calls. (D)
  - 3. Shall be ananged to block D irectory A ssistance calls. (D)
  - 4. U nrestricted public telephone service m ay be provided at the adm inistrator's request in a fully supervised location. (D)

Note 1: Pursuant to the Federal Communication Commission's Report and Order and Order on Reconsideration in CC Docket No. 96-128, the local coin rate charged to end users is m arket based as of O ctober 7, 1997. (D)



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 A107.OBSOLETE SERVICE OFFERINGS - COIN TELEPHONE SERVICE

## A107.4 Access Line Service For Customer-Provided Public Telephones (Cont'd) (r) (0)

## A107.4.7 Customer Provided Public Inmate Calling Service (CPPICS) (Cont'd) (r) (0)

## D. (Cont'd) (0)

5. Shall be arranged to allow only 0+ collect calls for local, intraLATA, and interLATA calls and to block all other calling including, but not limited to, local direct, third number, 1+ sent Paid, 0+ sent paid, 0- sent paid, all 0-, 700, 800, 900, 976, 950, 911, and 101XXXX. Where, however, the customer provided stations can block additional digit dialing after initial call setup, 1+ long distance and seven digit local calling may be permitted. (0)
6. May be arranged for seven digit sent paid local calling and for 0+ collect calling for intraLATA and interLATA calling. (0)
7. May be arranged to limit individual inmate calls to approved numbers. (0)
8. May be arranged to block access to certain numbers. (0)
9. At the request of the facility administrator, call detail information, such as date and time of call, duration of calls, and called and calling numbers, may be furnished to the facility where prison authorities stipulate such information appropriate in preventing or identifying abuse or unlawful use of service and where the prison authorities stipulate that the provision of such information is not in violation of any federal, state or local laws, regulations or orders. (0)

## E. Rates and charges for access line service for CPPICS are provided in A107.4.5. (r) (0)

## F. Except as modified herein, applicable terms, conditions and requirements as set forth elsewhere in A107.4 for customer provided public telephones will apply to CPPICS, including availability noted in A107.4.1. (r) (0)

## G. A notice shall be conspicuously displayed near CPPICS telephones which notifies inmates that the prison facility may monitor, time and restrict service from such telephones and that information, such as date and time of call, duration of call, and originating and terminating number, may be furnished to the facility, and further, that the use of these telephones constitutes consent to this service. (0)

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