

TARIFF DISTRIBUTION

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<u>TARIFF SECTION</u>	<u>PAGE NUMBER</u>	<u>PAGE REVISION</u>
G001	10	0002
G002	14	0006
G002	29	0009
G003	75	0016
G003	76	0014
G004	3	0005
G004	6	0002
G013	14	0007
G Subj. Indx (pg)	16	0004
H002	7.1	0002

A1. DEFINITION OF TERMS

INITIAL SERVICE PERIOD

The minimum period of time for which service, facilities and equipment are provided.

INMATE CALLING SERVICE (ICS)

A Coin Telephone Service provided by the Company for the exclusive use of inmates served within the confines of a penal, correctional or mental institution.

INSTALLATION CHARGE

A nonrecurring charge applying to the provision of certain facilities as distinguished from the Service Charge applicable for establishment of basic service. The installation charge is normally associated with optional service features and may sometimes be called an "initial" charge.

INTEGRATION PLUS SERVICES

Integration Plus Service (IPS) is a family of services that give the customer the capability to integrate, monitor and manage communications services purchased from the Company from his premises.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

Integrated Services Digital Network (ISDN) is a network architecture supporting Digital Telecommunications services which are user selectable through a common access at a standard interface.

INTEREXCHANGE CHANNEL

The term "Interexchange Channel" when associated with Foreign Exchange Service denotes a channel which connects the primary wire center in the local exchange wire center in the Foreign Exchange. Interexchange Channel Mileage is measured between the two exchange Rate Centers.

INTERFACE

The term "Interface" denotes that point on the premises of the customer at which provision is made for connection of other than Company provided facilities to facilities provided by the Company.

INTERIOR CENTREX STATION

See "Centrex Service"

INTERIOR ESSX-1 STATION

See "ESSX-1 Service"

INTEROFFICE CHANNEL

The term "Interoffice Channel" denotes that portion of a channel which interconnects local channels which serve customers located in different central office areas (wire center serving areas). When associated with Foreign Exchange Service the channel which interconnects a primary wire center to a different wire center.

JOINT USER SERVICE

A classification of exchange service furnished to a joint user, in connection with subscribers' exchange service. A joint user is a person, firm or corporation sharing the subscribers' exchange service in accordance with guidebook provisions, but who would not otherwise be entitled to the use of the service.

LATE PAYMENT CHARGE

A late payment charge is a charge applied to overdue charges on a subscriber's bill when the previous month's bill has not been paid in full prior to the next billing date.

(DELETED)**LINE**

See "Exchange Line"

LINK

The term "Link" refers to the use of a single local channel and/or an interoffice/interexchange channel as one segment (partial channel) of a 2 point or multipoint arrangement when at least one other segment of the service arrangement is served by MegaLink service, MegaLink Light service, MegaLink Plus service, MegaLink channel service, FlexServ service or PulseLink service.

(DELETED)

(D)

A2. GENERAL TERMS AND CONDITIONS

A2.4 Payment Arrangements And Credit Allowances (Cont'd)

A2.4.3 Payment For Service

- A. The subscriber is responsible for payment of all appropriate charges for completed calls, services, and equipment. All charges due by the subscriber. If the subscriber does not pay or dispute the bill by the due date, the Company may send out a late notice and consider the account for disconnection of service(s). If the subscriber disputes a bill, the Company will investigate the bill and take appropriate action.
- B. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service and additional local message charges or billed local usage. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station.
- C. Late Payment Charge
 - 1. A late payment charge of two percent (2%) will apply to each residence subscriber's bill with a balance greater than \$5.00, and up to three percent (3%) for business customers may be charged for BellSouth regulated services. A late payment charge of up to two percent (2%) will apply to each residence subscriber's bill with a balance greater than \$5.00, and up to three percent (3%) for business customers may be applied to charges for regulated services provided by a third party, provided:
 - a. The Company has given notice to customers; or
 - b. The contract between the customer and the particular third party provides for the late fee; or
 - c. A valid guidebook exists permitting the particular third party to charge the late fee.
 - 2. A different late fee may apply to charges for unregulated services at the rate as provided by the terms of service for these unregulated services, but not to exceed the rate for regulated service.
 - 3. Late payment charges will be applied to the unpaid balance of each subscriber's bill when the previous month's bill has not been paid in full prior to the next billing date.
 - 4. Nonpayment of a late payment charge shall not be the sole cause for denial or termination of a customer's local exchange service.
 - 5. This late payment charge will not apply to:
 - (DELETED) (D)
 - a. Specific charges disputed or contested by the customer, including any applicable taxes, fees or charges directly related to the disputed amount; (T)
 - b. Charges for prepaid services, except to the extent that the charges for such services remain unpaid on the following bill date; (T)
 - c. Charges for which the customer has had less than 21 days to pay (subject to notification by the customer); and (T)
 - d. Previous unpaid late payment charges. (T)
 - 6. Charges for payments that are overdue on state government accounts will be applied consistent with the applicable state statutes.
- D. Should service be suspended for nonpayment of charges, it will be restored upon payment of the Line Change Charge applicable for restoration of service as provided in Section A4.
- E. When the service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Reestablishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Guidebook.
- F. In its discretion, the Company may restore or reestablish service which has been suspended or disconnected for nonpayment of charges, or otherwise disconnected, terminated or interrupted, prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any such or other charges due and unpaid or for the violation of the provisions of this Guidebook; nor shall the failure to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

A2. GENERAL TERMS AND CONDITIONS

A2.18 TDM to IP Transition

A2.18.1 General

As a result of evolving network technology, the Company is able to offer new, advanced services. At the same time, certain older services will no longer be available in some geographic areas, as those services are no longer technically or economically feasible. The table below identifies services that have been withdrawn, by wire center and exchange, along with additional information related to these service withdrawals.

<u>Product Name</u>	<u>Reference</u>	<u>Wire Center</u>	<u>Exchange</u>	<u>Other Information</u>
Flat Rate Service, Trunks	A3.2.1	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Measured Rate Service, Trunks	A3.2.3	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Message Rate Service, Trunks	A3.2.4	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
RegionServ, Trunks	A3.2.9	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Auxiliary Line Service (Inward Service)	A3.17	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Hotel PBX Service	A3.20.4	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Hospital PBX Service	A3.20.5	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Foreign Exchange Service	A9.1	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Foreign Central Office Service	A9.2	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Direct-Inward Dialing (DID) Service (Lines and Trunks)	A12.7	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Identified-Outward Dialing (DOD) From Private Branch Exchange Systems (Trunks)	A12.8	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Reservation Service	A13.8	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Dormitory Communications Service	A13.13	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Toll Trunks	A13.14	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Hot Line Service	A13.56	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Derived Data Channel Service	A29.1	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
Data Transport Access Channel Service	A29.2	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
BellSouth Channelized Trunks	A43.1	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112
BellSouth Remote Access Service	A47.1	GTBGTNMT	Gatlinburg	Distribution Areas 1105, 4102 and 4112

A2.19 Reserved for Future Use

A2.20 Cost Assessment Charge (CAC)

A. A Cost Assessment Charge (CAC) is assessed on a per line or trunk basis or as shown below for residential and business customers. The CAC is also assessed on a percentage basis against all billed revenue for business customers subscribing to transport services. The CAC is established to recover property taxes (from business customers) as well as ongoing costs associated with the administration of Local Number Portability (from line- and trunk-based services from residence and business customers). This charge is not a tax or fee that the government requires AT&T to collect from customers. The CAC does not apply to 911 Services, Coin Services, or any of the following account types: Federal, State, and Local Government accounts; Resale accounts; or accounts designated by the Company as Wholesale. (C)

	Monthly Rate	USOC
1. Cost Assessment Charge (CAC)		
(a) Each Local Exchange Service line		
Residence	\$ 0.18	C8RCC
Business	9.03	C8RCD
(b) Each Primary Rate ISDN (PRI)	45.15	C8RCE
(c) Each PBX trunk	81.27	C8RCG
(d) Each Centrex Station line	9.03	C8RCD
(e) Each Basic Rate ISDN (BRI)		
Residence	0.18	C8RCC
Business	9.03	C8RCD
(f) Transport services	7.00%	NA
BellSouth Metro Ethernet Service		

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Reserved for Future Use

(C)
(D)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Reserved for Future Use

(C)

(D)

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

A3.33 Reserved For Future Use

A3.34 Reserved For Future Use

A3.35 Reserved For Future Use

A3.36 Reserved For Future Use

A3.37 Reserved For Future Use

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

A3.39 Reserved For Future Use

A3.40 Reserved For Future Use

A3.41 Reserved For Future Use

A3.42 Reserved For Future Use

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

A4. SERVICE CHARGES

A4.2 Application of Charges (Cont'd)

A4.2.5 Premises Work Charge Application

- A. The appropriate Line Connection Charge, Secondary Service Charge or Line Change Charge applies in addition to the Premises Work Charge.
- B. Premises Work Charges apply per customer request, per Company employee performing billable work on the customer's premises. The sum of their time is used to determine the number of fifteen minute increments to be billed. Only one initial increment is to be billed per customer request except when the customer specifically requests more employees than the Company would normally dispatch. Where additional employees are specifically requested by the customer, the initial increment charge will also apply per additional Company employee specifically requested.
- C. Premises Work Charges apply:
 - 1. For, but not limited to, rearrangement of drop wire, protector and/or network interface.
 - 2. As required for Trouble Determination.
- D. The charge for a Network Interface jack applies in addition to the appropriate Premises Work Charges for installing a Network Interface at the customer's request on existing service.
- E. The customer may request an estimate before ordering work done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed is based on the actual billable time necessary to complete the request.

A4.2.6 Service Charge Exceptions

- A. Service Charges do not apply for:
 - 1. Changing from Touch-Tone Service to Rotary-Dial Service, or vice versa.
 - 2. Changing from a private or semiprivate listing to a listed number.
 - 3. Changing the primary listing of a residence customer to the name of the remaining spouse in the event of death or divorce of the spouse currently listed.
 - 4. Changes in grade of service, e.g., from two-party to one-party.
 - 5. Changing to and from flat, message or measured rate basic local service (including Complete Choice Service, Area Plus Service, and Area Plus Service with the Complete Choice Option). This includes changing from one measured service option to another. This does not include a change from residence service to business service or vice versa.
 - 6. **(DELETED)**
 - 7. The move from a premises which has been destroyed or made un-tenantable by a disaster such as a tornado, fire, flood, etc., when equivalent service is established, to the new/temporary location or for the move back into the original location.
 - 8. Changing numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
 - 9. **(DELETED)**
 - 10. Requests for full or partial disconnection.
 - 11. Requests to add Customized Code Restriction Option 4.
 - 12. Requests to establish an Optional Calling Plan, except WatsSaver service.
 - 13. Upgrades from Back-Up Line service to business individual line service or ISDN service.
- B. When a customer's request is provided:
 - 1. In accordance with a promotional waiver, additional service subject to an equal or lesser Service Charge may be made a part of the same service order. Charges for Line Connection, Line Change, or Premises Work may apply for additional service.
 - 2. In accordance with the Service Charge exceptions listed in A4.2.6, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.
- C. **(DELETED)**
- D. **(DELETED)**
- E. **(DELETED)**

(D)

Page 3.1 is hereby deleted in its entirety and removed from this Guidebook.

A4. SERVICE CHARGES

A4.6 Number Pooling Charge

A4.6.1 One-Time Charge for Number Pooling Trials

- A. **(DELETED)** (D)
- B. The Number Pooling Charge will be billed to the subscriber of the associated local exchange service, including, where applicable, a reseller of the associated local exchange service. (C)
- C. The Number Pooling Charge applicable to specific types of local exchange service are set forth in paragraph A4.6.1.E. For each type of service, the Number Pooling Charge will apply equally to end user, reseller, foreign exchange and foreign central office customers of the Company.
- D. The Company will implement these one-time charges within six months of the effective date of this guidebook. The Company will provide a written notification to the Authority no later than 30-days in advance of the application of this charge. The Company will also provide a message on its customer bills advising customers of this charge 30-days, or one billing cycle, prior to placing this charge on a customer's bill.
- E. Rates and Charges (C)
 - 1. Charge for business local exchange service lines, residence local exchange service line, Feature Group A service, payphone service provider access lines, Basic Rate ISDN (BRI) digital subscriber lines, and unbundled network element (UNE) switch ports

	One-Time Charge	USOC
(a) Per line or port	\$0.69	NA
2. Charge for trunk lines (including PBX trunks) and Network Access Registers (NARs) other than Centrex-type service NARs		
(a) Per trunk or NAR (excluding Centrex-type NARs)	6.21	NA
3. Charge for Primary Rate ISDN (PRI) interfaces		
(a) Per interface	3.45	NA
4. Charge for Centrex-type services		
(a) Per station line	0.69	NA

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

**A13.20 Call Screening And Restriction Services - Customized Code Restriction (CCR)
(Cont'd)**

A13.20.2 Terms and Conditions (Cont'd)

- H.** CCR - Options (Cont'd)
 - 6. Option #6
 - a. Restricted Codes
NPA 900
 - b. Restricted Codes
NPA 900, IDDD 011+, IDDD 101XXXX+011+
 - 7. Option #7 Restricted Codes
1+InterLATA, 0-, 0+, 00-, (1+/0+) 411, NPA 900, Intl 01, IDDD 011+, 101XXXX, LD 555-1212
- I.** Customized Code Restrictions can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
- J.** **(DELETED)**
- K.** Residence customers who subscribe to any of the Area Plus services may restrict 1+InterLATA calls while allowing 1+IntraLATA calls to be completed by subscribing to Customized Code Restriction Option #7.

(D)

A13.20.3 Rates And Charges

- A.** The following rates and charges are in addition to all applicable service charges, monthly rates and nonrecurring charges for exchange lines/trunks and other services or equipment with which they may be associated.¹

	Monthly Rate	USOC
1. Option #1 Restricted Codes		
(a) Residence Line or PBX trunk, each	\$6.00	CREX1
(b) Business Line or PBX trunk, each	5.50	CREX1
2. Option #2 Restricted Codes		
a. Option #2a		
(1) Rates		
(a) Residence Line or PBX trunk, each	6.00	CREX2
(b) Business Line or PBX trunk, each	5.50	CREX2
b. Option #2b		
(1) Rates		
(a) Residence Line or PBX trunk, each	6.00	CREXW
(b) Business Line or PBX trunk, each	5.50	CREXW
3. Option #3 Restricted Codes		
(a) Residence Line or PBX trunk, each	6.00	CREX3
(b) Business Line or PBX trunk, each	5.50	CREX3

Note 1: Service charges in Section A4 do not apply when a business or residence customer subscribes to Options #4 and #6. Where Code Restriction is available in association with services provided in Sections A12, A110, and A111, the charges prescribed therein for Code Restriction apply.

SUBJECT INDEX

SUBJECT	Section
L.	
Late Payment Charge	A2
Liability of the Company	A2
(DELETED)	
LightGate Digital Service	A125
Limitations and Use of Service	A2
Limited Communication	A2
Line Change Charge Application.....	A4
Line Connection Charge Application.....	A4
Line Out-of-Service Feature	A14
Line Terminations - Secretarial Service.....	A8
List of Rate Centers by LATA.....	A18
Listing Services.....	A38
Directory Assistance Database Service (DADS) ¹	
Emergency Service Provider Data Service (ESPDS) ¹	
Location Identification Database Service – E911	A38

Note 1: Directory Assistance Database Service (DADS) and Emergency Service Provider Data Service (ESPDS) are found in Section 8. of the Non-Regulated Services – Pricing guide.

B2. TERMS AND CONDITIONS

B2.4 Payment Arrangements And Credit Allowances (Cont'd)

B2.4.1 Payment Of Charges And Deposits (Cont'd)

- E. Late Payment Charge (Cont'd)
 - 5. This late payment charge will not apply to:
 - (DELETED) (D)
 - a. Specific charges disputed or contested by the customer, including any applicable taxes, fees or charges directly related to the disputed amount; (T)
 - b. Charges for prepaid services, except to the extent that the charges for such services remain unpaid on the following bill date; (T)
 - c. Charges for which the customer has had less than 21 days to pay (subject to notification by the customer); and (T)
 - d. Previous unpaid late payment charges. (T)
 - 6. Charges for payments that are overdue on state government accounts will be applied consistent with the applicable state statutes.
- F. At the option of the customer, all nonrecurring charges associated with an order for service may be billed over a three month period subject to the following:
 - 50 percent (50%) of the total nonrecurring charges will be billed in the first monthly billing period after the charges are incurred, and 25 percent (25%) of the total nonrecurring charges plus an Extended Billing Plan Charge will be billed in each of the following two monthly billing periods.
 - The Extended Billing Plan Charge is calculated at a rate of 1.0 percent (1.0%) per month or 12 percent (12%) annually, on the unbilled balance of the nonrecurring charges.
 - If the customer disconnects service before the expiration of the plan period, all unbilled charges plus the Extended Billing Plan Charge, if applicable, will be included in the final bill rendered.
 - If the customer fails to make any of the payments prior to the next billing date, these late payment charges as specified in paragraph B2.4.1.E will apply.
- G. The Company shall provide all eligible telecommunications services at discounted rates to eligible schools and libraries as specified in the Tennessee Regulatory Authority's Order, issued on September 18, 1997, establishing intrastate discounts for schools and libraries pursuant to Section 254(h) of the Telecommunications Act of 1996 and FCC Order 97-157. The discounts shall be applied as set forth in the following discount matrix from the TRA's September 18, 1997 Order.

Percent of Students Eligible	Schools in Category Estimated %	Discount Level	
		Urban Discount %	Rural Discount %
<1	3	20	25
1-19	31	40	50
20-34	19	50	60
35-49	15	60	70
50-74	16	80	80
75-100	16	90	90

- H. Customers who comply with the rules of the rural healthcare program and are eligible for benefits under this program, will receive these benefits as monthly credits on Company bills as prescribed by the rules of the FCC's designated rural healthcare program administrator under 47 U.S.C.254 (h) of the Telecommunications Act of 1996, 47 Code of Federal Regulation (CFR) Paragraph 54.601, et seq, and the Federal Communications Commission (FCC) Order 97-157.