
A19. WIDE AREA TELECOMMUNICATIONS SERVICE

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A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{2/}

(C)

A19.1 General

(DELETED)

- A. Wide Area Telecommunications Service^{2/} (WATS) is the furnishing of facilities for dial type telecommunications between an exchange line or a WATS access line and other exchange and toll stations of this Company and its connecting companies within the same LATA in the state of Tennessee in accordance with the *terms, conditions* and schedules of charges specified in this *Guidebook*. The WATS charges set forth herein are in payment for the service furnished between the calling and called terminations. Toll Free Dialing Service^{2/} (TFD) is the term now used to describe the service formerly known as 800 Service. Toll Free Dialing Service provides incoming service utilizing 8XX numbers. Additional 8XX codes will be activated as required for toll free dialing service. The Company provides IntraLATA WATS Service. In compliance with the Tennessee Public Service Commission Order U-83-7248, the Company will provide a Statewide WATS Service in conjunction with an interLATA carrier. For both Outward WATS and Toll Free Dialing Service, intraLATA service may be subscribed to separately or may be subscribed to in combination (Combined WATS) with an interLATA carrier's interLATA WATS or WATS-like service requiring the use of the Company's WATS serving office. Combined Outward WATS and intraLATA only Outward WATS require the use of a WATS access line from A19.5.4. Option TFD Service, and Open TFD Service¹ can be terminated, at the direction of the customer, on a WATS access line from A19.5.4 or on an exchange line purchased from the appropriate *guidebook*. See A19.5.20 for applicable charges when terminating on an exchange line. For the rules, regulations and rates of the interLATA portion of these services, refer to the interLATA carrier's tariffs.
- B. Dial type telecommunications, as specified in A., for Combined Outward WATS and intraLATA only Outward WATS must be dialed and completed from or to a WATS access line. For Option TFD Service and Open TFD Service, service can be completed to a WATS access line or an exchange line. In all cases communications must be completed without the assistance of a Company operator, except that a Company operator will:
1. reach the called number where facilities are not available for customer dial completion, or
 2. reach the called number when the customer reports making an unsuccessful attempt for reasons other than a busy, don't answer or wrong number condition, or
 3. re-establish a call which has been interrupted by cutoff or poor transmission after the called number has been reached.
- C. WATS is provided as either Outward WATS or Toll Free Dialing Service (Inward WATS). Combined and IntraLATA Outward WATS require a WATS access line arranged for outward calling only. Option TFD Service and Open TFD Service can, at the direction of the customer, be terminated on a WATS access line arranged for inward calling only or on an exchange line. For service terminating on an exchange line, only one Toll Free Dialing number can be assigned to terminate on any one exchange line number. An exchange number may include residence or business line as trunk numbers including DID numbers from Section A12. The termination of Toll Free Dialing Service to an existing Outward WATS or Open TFD Service or Option TFD Service number is prohibited.
- D. A WATS access line or exchange line for Option TFD Service and Open TFD Service is the transmission path between a WATS termination and the point in the Company central office where access to the public switched network is obtained for the purpose of completing WATS calls. A WATS access line may also be provided over an IntraLATA High Capacity Channel Facility equipped with Outward WATS or Toll Free Dialing Service functionality. See *Private Line Guidebook, paragraph B7.3* for additional applicable charges.
- E. The WATS access line or exchange line may terminate in one of the following:
1. A connection to a network control signaling unit on the customer's premises.
 2. A connection to terminal equipment or a terminating system on the customer's premises

Note 1: Open TFD Service Subscribers who choose to terminate the Toll Free Dialing number to an exchange access line may elect the Area of Service as either the entire state or the entire United States. The Area of Service for Open TFD Service provided on a WATS Access Line must be the state; it cannot be defined as the entire United States.

Note 2: Effective December 31, 2021, Wide Area Telecommunications Service and Toll Free Dialing Service are withdrawn for residential customers.

(N)

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A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{2/}

(C)

A19.1 General (Cont'd)

- E. The WATS^{2/} access line or exchange line may terminate in one of the following: (Cont'd)
 - 3. A connection to switching equipment in the Company central office
 - 4. A connection to an Interexchange Carrier (IC) feature group service in the Company central office

The terminating point of a WATS access line or exchange line for Toll Free Dialing (**TFD**) Service^{2/} (any of the arrangements listed preceding) is a WATS termination. The first such termination associated with a WATS access line is the WATS main termination. Any additional termination associated with the same WATS access line is a WATS extension. A WATS extension must be located in the same LATA as its associated main termination. Any additional termination associated with the same exchange line for Toll Free Dialing Service is an exchange line extension from the appropriate *guidebook*.
- F. Communications systems provided by Interexchange Carriers may be connected with the facilities furnished by the Company for WATS as specified in Section A15.
- G. Customer-provided terminal equipment or protective circuitry may be connected to WATS in accordance with effective provisions of the Federal Communications Commission's Registration program.
- H. Combined WATS is furnished only in offices where the interLATA carrier has purchased appropriate Feature Group C or D access facilities.
- I. For subscribers obtaining Outward WATS or Outward WATS-like service from interexchange carriers (ICs), "1+" and "0" intraLATA usage carried over WATS Access Lines, having both intrastate and interstate capability (bi-jurisdictional) will be completed over LEC facilities at LEC intraLATA Outward WATS rates and subject to *terms and conditions* applicable to LEC intraLATA Outward WATS. Subscribers using a bi-jurisdictional access line for Toll Free Dialing Service may choose either the Company or the interexchange carrier to complete and bill intraLATA calls according to the appropriate rates, *terms and conditions*. The "1+" and "0" intraLATA usage will be billed to the subscriber (end user or IC) where the closed end of the bi-jurisdictional WATS Access Line is terminated. Subscriber billing information should be provided to the Company at the time the bi-jurisdictional WATS Access Line is ordered when the Company is used to complete intraLATA calls.
- J. Customers who subscribe to Toll Free Dialing Service provided by other than the Company may designate the Company as the intraLATA carrier. Such intraLATA usage will be billed in accordance with the rates and specified in A19.5.21.
- K. The Company will provide the intraLATA portion of Open TFD Service with the IC providing the interLATA (and/or interstate) portion of the service. For the rules, regulations and rates of the interLATA (and/or interstate) portion of this service, refer to the interexchange carrier's tariffs.
- L. Effective January 1, 1994, Combined Toll Free Dialing Service is not available for new customers.
- M. Option TFD Service and Open TFD Service are provided by the Company utilizing a TFD number.
 - 1. Toll Free Dialing Number Assignment - Toll Free Dialing Service provides for the assignment of a single ten digit TFD number (e.g., 800+XXX+XXXX) to the customer which can be used on a statewide basis for Option TFD Service or Open TFD Service.¹ TFD Service provides the customer with one TFD number for Option TFD Service statewide or for Open TFD Service. A TFD number when used for Option TFD Service, can be selected for an area consisting of less than an entire state by specifying the desired Area of Service. Area of Service is described in *paragraph* 2. The assigned TFD number can terminate to a WATS Access line provided in A19.5.4 or to an exchange line. Subsection A19.5.20 provides the applicable charges for services terminating to an exchange line. In the provisioning of Open TFD Service, the Company will be the Responsible Organization (RESPORG). The Company will require the 10-digit POTS number for intraLATA screening.

Note 1: Open TFD Service Subscribers who choose to terminate the TFD number to an exchange access line may elect the Area of Service as either the entire state or the entire United States. The Area of Service for Open TFD Service provided on a WATS Access Line must be the state; it cannot be defined as the entire United States.

Note 2: Effective December 31, 2021, Wide Area Telecommunications Service and Toll Free Dialing Service are withdrawn for residential customers.

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A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{1/}

(C)

A19.3 Limitation Of Service (Cont'd)

- D. Inward WATS (*Toll Free Dialing* Service) is furnished upon condition that the subscriber contracts for an adequate number of access lines or exchange lines for Option *TFD* Service and Open *TFD* Service to permit the use of this service without injurious effects upon it or any other service rendered by the Company. The Company may terminate or refuse to furnish Inward WATS (*TFD* Service) to any applicant, without incurring any liability, if the use of the service would interfere with or impair WATS or any other service rendered by the Company.

A19.4 Continuity Of Service

In case of connection of a WATS access line or exchange line for Option *TFD* Service and Open *TFD* Service for a subscriber at a location where any WATS class of service has been disconnected by the subscriber less than two weeks previous, charges for the service so established will commence one day following the disconnect date of the prior service.

Note 1: Effective December 31, 2021, Wide Area Telecommunications Service and Toll Free Dialing Service are withdrawn for residential customers.

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A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{/1/}

(C)

A19.5 Rates and Charges

A19.5.1 General

- A.** WATS monthly usage charges are for intraLATA telecommunications between a WATS termination and another termination in a specified service area within the state of Tennessee. Monthly usage charges for Outward WATS are based on the total intraLATA hours of use per access line in a WATS account. Each Outward WATS subscriber's usage charges will be based on separate schedules for both intra and interLATA service. Monthly usage charges for Toll Free Dialing Service^{/1/} (Inward WATS) are based on the total hours of use per WATS access line in a WATS account or the total hours of use per exchange line utilized for Option TFD Service and Open TFD Service. WATS access lines and exchange lines will not be mixed at any one customer location for termination of Option TFD Service and Open TFD Service traffic associated with a given toll free dialing number. Each TFD Service (Inward WATS) subscriber's usage charges will be based on separate schedules for both intra and interLATA service. The intraLATA portion of the subscriber's Toll-Free Dialing Service (Inward WATS) bill will be calculated based upon the intraLATA portion of the total minutes of use on the subscriber's lines. (C)
- B.** WATS Accounts and Areas
1. WATS Accounts

A WATS account is composed of either Combined Outward WATS, Outward WATS (intraLATA service only) or Open TFD Service or Option TFD Service access lines (but not all).

 - a. An Open TFD Service account is composed of all Toll-Free Dialing Service access lines of a single customer for the same service area and arranged in Company central office equipment as part of a given hunting arrangement.
 - b. For Combined Outward WATS, each individual line is an account. Due to technical limitations, all Outward WATS lines provided to the same customer, for the same service area, for calls originating from the same Centrex Type Services or Common Control Switching Arrangement, will be treated as one account. For each such account having more than one line, the total usage charge, as determined in **A19.5.5**, will be multiplied by a factor of .94. (T)
 - c. An Option TFD Service account is composed of all Toll-Free Dialing Service access lines of a single customer arranged in Company central office equipment as part of a hunting arrangement.
 - d. For Outward WATS-IntraLATA, each individual line is an account. Due to technical limitations, all Outward WATS-IntraLATA lines provided to the same customer, for the same service area, for calls originating from the same Centrex Type Services or Common Control Switching Arrangement, will be treated as one account. For each such service group having more than one line, the total usage charge, as determined in A19.5.5 following, will be multiplied by a factor of .94.
 2. (Obsoleted - See Section A119.)

Note 1: Effective December 31, 2021, Wide Area Telecommunications Service and Toll-Free Dialing Service are withdrawn for residential customers. (N)

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A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{1/}

(C)

A19.5 Rates And Charges (Cont'd)**A19.5.1 General (Cont'd)****C. Chargeable Time**

1. Chargeable time for a call begins when the connection is established between the WATS termination and the calling or called termination.
2. Chargeable time for a call ends when the calling termination hangs up, thereby releasing the network connection. However, if the calling termination does not hang up after the called termination hangs up, then chargeable time ends when timing equipment in the network terminates the connection.

A19.5.2 Reserved For Future Use**A19.5.3 Reserved For Future Use**

Note 1: Effective December 31, 2021, Wide Area Telecommunications Service are withdrawn for residential customers.

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A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{1/}

(C)

A19.5 Rates And Charges (Cont'd)

A19.5.4 Monthly Rates And Charges

A. Hourly Rates

1. The following hourly rates apply to the total use (rounded to the nearest tenth of an hour) of each access line in a service group or total Option TFD Service or Open TFD Service usage terminating on an exchange line(s). These rates are applied according to the method specified in A19.5.5 following.
2. Combined Outward WATS and Outward WATS - IntraLATA Service

	Per Hour		Per Minute		USOC
	Peak	Off Peak	Peak	Off Peak	
(a) Up to and including 15 hours	\$8.70	\$8.40	\$.1450	\$.1400	NA
(b) Greater than 15 hours	8.25	8.10	.1375	.1350	NA
(c) Greater than 40 hours	8.10	7.80	.1350	.1300	NA
(d) Greater than 80 hours	6.42	6.26	.1070	.1043	NA
(e) Greater than 120 hours	5.97	5.81	.0995	.0968	NA
(f) Greater than 170 hours	5.43	5.27	.0905	.0878	NA
(g) Greater than 320 hours	4.43	4.27	.0738	.0712	NA
(h) Greater than 500 hours	4.10	3.94	.0683	.0656	NA
(i) Greater than 1200 hours	4.10	3.94	.0683	.0656	NA
(j) Greater than 2500 hours	4.10	3.94	.0683	.0656	NA
3. Toll Free Dialing Service - Option TFD Service and Open TFD Service, per hour of use (Combined 800 Service Obsoleted - See Section A119.)					
(a) Up to and including 15 hours	8.90	8.40	.1483	.1400	NA
(b) Greater than 15 hours	8.34	7.84	.1390	.1307	NA
(c) Greater than 40 hours	7.43	6.93	.1238	.1155	NA
(d) Greater than 80 hours	6.62	6.12	.1103	.1020	NA
(e) Greater than 120 hours	6.17	5.67	.1028	.0945	NA
(f) Greater than 170 hours	5.63	5.13	.0938	.0855	NA
(g) Greater than 320 hours	4.63	4.13	.0772	.0688	NA
(h) Greater than 500 hours	4.30	3.80	.0717	.0633	NA
(i) Greater than 1200 hours	4.30	3.80	.0717	.0633	NA
(j) Greater than 2500 hours	4.30	3.80	.0717	.0633	NA
4. (Obsoleted - See Section A119.)					
5. (Obsoleted - See Section A119.)					

Note 1: Effective December 31, 2021, Wide Area Telecommunications Service and Toll-Free Dialing Service are withdrawn for residential customers.

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A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{1/}

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A19.5 Rates And Charges (Cont'd)

A19.5.4 Monthly Rates And Charges (Cont'd)

Note 1: Effective December 31, 2021, Wide Area Telecommunications Service and Toll Free Dialing Service are withdrawn for residential customers.

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A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{1/}

(C)

A19.5 Rates and Charges (Cont'd)

A19.5.4 Monthly Rates and Charges (Cont'd)

B. Rate Period

Rates applicable are based on the time of day, day of week as follows:

1. Peak Period
8AM to 5PM Monday through Friday. The Peak Period for holidays (New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day) is charged at Off Peak Period Rates.
2. Off Peak Period
5PM to 8AM Monday through Friday
All day Saturday and Sunday
All day holidays (New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day).

C. Monthly Access Line Rates

1. The following rates apply for each access line per month (in addition to the monthly usage charges specified in A19.5.5.).
2. The WATS access lines as described in this section will be used for intra and/or interLATA services and will be provided by the Company and billed to the end user. The interLATA carrier may act as an agent and order the access line on behalf of the customer.

	Monthly Rate	USOC
(a) Outward WATS - IntraLATA Service only	\$30.00	WFMS+
(b) (Obsoleted - See Section A119.)		
(c) Combined Outward WATS	30.00	WMC
(d) (Obsoleted - See Section A119.)		
(e) Open TFD Service	30.00	WSA1X
(f) (Obsoleted - See Section A119.)		
(g) Option TFD Service	30.00	W1MSX
(h) For Outward WATS – IntraLATA service only when provided over an IntraLATA High Capacity Channel Facility with WATS functionality	\$3.00	WHPS+
(i) (Obsoleted - See Section A119.)		
(j) For combined Outward WATS when provided over an IntraLATA High Capacity Channel Facility with WATS functionality	3.00	WHTS+
(k) (Obsoleted - See Section A119.)		
(l) For Open TFD Service when provided over an IntraLATA High Capacity Channel Facility with WATS functionality	3.00	WH9T+
(m) (Obsoleted - See Section A119.)		
(n) Option TFD Service when provided over an IntraLATA High Capacity Channel facility with Toll Free Dialing Service Functionality	3.00	8MKSX

Note 1: Effective December 31, 2021, Wide Area Telecommunications Service and Toll-Free Dialing Service are withdrawn for residential customers.

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A19. WIDE AREA TELECOMMUNICATIONS SERVICE

A19.5 Rates And Charges (Cont'd)

(M)

A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{1/}

(C)

A19.5 Rates and Charges (Cont'd)

A19.5.5 Method of Determining Usage Charges

The monthly usage charge for a service group is determined as follows:

- A. **Number of Access Lines:**
Determine the total number of access lines in the account in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by 30 days.
- B. **Minimum Average Time Requirement**
Total monthly usage is subject to a Minimum Average Time Requirement (MATR) of one minute per completed call. This means that if the average duration per message for all messages in a service group, or messages associated with an Option TFD Service or Open TFD Service terminating on an exchange line during a billing period is less than one minute, charges will be based on an average duration of one minute per message.
- C. **Total Hours of Use:**
Determine the total chargeable hours of use for the account. This is the greater of the following (rounded to the nearest tenth of an hour):
 1. the total actual hours for all lines in the account (chargeable time for each call is specified in *paragraph* A19.5.1.C, or
 2. the total "equivalent" hours for the account, which is what the use would have been if the average duration of all completed calls for the account had been one minute (i.e., the total number of completed calls for all lines in the account multiplied by one minute).
- D. **Usage Charge Per Account:**
Use the table of hourly rates (*see* A19.5.4) and the total use per account (*see paragraph* C) to determine the usage charge per hour. Multiply the Peak hourly rate from the rate table by the number of Peak hours used and total these charges (for example, if total usage equals 20 hours for the month, then the appropriate charges would be the Peak and Off Peak rates for Greater Than 15 hours.) The total usage charge will be adjusted for certain Outward WATS accounts as specified in paragraph A.
- E. **Total Usage Charge For Option TFD Service and Open TFD Service Terminating On An Exchange Line**
For Option TFD Service terminating on an exchange line, monthly usage charges are calculated separately for each LATA in which the service terminates on an exchange line. For Option TFD Service and Open TFD Service terminating on an exchange line, the usage charge is determined as follows:
 1. For each exchange line (number) termination of a given Toll Free Dialing number (maximum of one per LATA) the total chargeable hours of use for that termination is the greater of the following:
 - a. The total actual Option TFD Service and Open TFD Service hours associated with a given Toll Free Dialing number and exchange line (chargeable time for each call is specified in *paragraph* A19.5.1.C.), or
 - b. The total "equivalent" hours associated with a given Toll Free Dialing number for the exchange line termination, which is what the use would have been if the average duration of all completed calls had been one minute (i.e. the total number of completed calls multiplied by one minute).
 2. Using the total chargeable hours determined in *paragraph* 1 and the table of hourly rates from *paragraph* A19.5.4.A, multiply the hourly Peak and Off Peak rates from the rate tables usage band by the number of hours used in each time period. The total charge is the sum of these.
- F. Due to technical limitations, all Outward WATS lines provided to the same customer, for the same service area, for calls originating from the same Centrex Type Services or Common Control Switching Arrangement, will be treated as one service group. For each such service group having more than one line, the total usage charge, as determined in this section will be multiplied by a factor of .94.

Note 1: Effective December 31, 2021, Wide Area Telecommunications Service and Toll-Free Dialing Service are withdrawn for residential customers.

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A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{/3/}

(C)

A19.5 Rates And Charges (Cont'd)

A19.5.6 Charges For Fractional Periods

The charges for a fractional part of a month are a proportionate part of the monthly charge based on the actual number of days the service is provided. For the purpose of administering this regulation with respect to the determination of charges for a fractional part of a month, every month is considered to have 30 days.

A19.5.7 Installation Charges

A. The following charges apply for the installation of each WATS access line.¹

	Installation Charge	USOC
1. Charges		
(a) Outward WATS - IntraLATA Service only	\$165.00	WFMS+
(b) (Obsoleted - See Section A119.)		
(c) Combined Outward WATS	165.00	WMC
(d) (Obsoleted - See Section A119.)		
(e) Open TFD Service	100.00	WSA1X
(f) (Obsoleted - See Section A119.)		
(g) Option TFD Service	100.00	W1M

B. Nonrecurring charges specified in Section A4. apply for WATS.²

C. Combined OutWATS Carrier Change Charge

	Nonrecurring Charge	USOC
1. For InterLATA portion of Combined Outward WATS		
(a) Per line	\$11.00	NA

Note 1: Not applicable for access lines provided over an IntraLATA High Capacity Channel Facility with WATS or Toll Free Dialing Service functionality. See B7.3.4 for applicable charges.

Note 2: For access lines provided over an IntraLATA High Capacity Channel Facility with WATS or Toll Free Dialing Service functionality, appropriate Section A4. Service Connection Charges apply.

Note 3: Effective December 31, 2021, Wide Area Telecommunications Service and Toll Free Dialing Service are withdrawn for residential customers.

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A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{1/}

(C)

A19.5 Rates And Charges (Cont'd)

A19.5.8 Reserved For Future Use

A19.5.9 Access Line Terminations

The WATS access line^{1/} may terminate in any of the arrangements listed in A19.1.

A19.5.10 WATS Extension Lines

The following charges apply for a WATS extension station:

- A. Nonrecurring charges specified in Section A4.
- B. Any applicable Company-provided equipment charges specified in the CPPT.
- C. Channel rates and charges, as specified in A19.5.10.C.1 and 3, if the WATS extension line is located in a different premises from the WATS main line.

1. Different Premises

	Installation Charge	Monthly Rate	USOC
a. When the WATS extension line is located in the same exchange and in the same central office serving area as the WATS main line, rates and charges for a local channel apply.			
(1) Local channel			
(a) Each (See A13.2.4. Local Channel Type 2149 or 2157 for the rates and charges.)	-	-	1SE++
b. When the WATS extension line is located in the same exchange but in a different central office serving area from the WATS main line, the following interoffice mileage charge applies in addition to the rates and charges for the local channel specified preceding.			
(1) Interoffice channel measured between the serving central offices.			
(a) Local Channel (See A9.1.3. for the rates and charges.)	-	-	1LLWR

2. **(DELETED)**

Note 1: Effective December 31, 2021, Wide Area Telecommunications Service and Toll Free Dialing Service are withdrawn for residential customers.

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A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{1/}

(C)

A19.5 Rates And Charges (Cont'd)

A19.5.10 WATS Extension Lines (Cont'd)

C. (Cont'd)

- 3. Different Exchange
 - a. When the WATS extension line is located in a different exchange from the WATS main line, the following rates apply in addition to the rates and charges specified for the local channel in A19.5.10.C.1., preceding.
 - (1) Interexchange channel measured between the rate center of the WATS main line and the rate center of the WATS extension line

Monthly	
Rate	USOC
\$-	1LLW4

- (a) Channel Charges (See A9.1.3. for rates and charges.)
- (2) Interoffice channel charges may also apply between the central office serving the WATS main line and its rate center and/or between the rate center of the WATS extension line and its central office.

Monthly	
Rate	USOC
-	1LLWR

- (a) Channel Charges (See A9.1.3. for rates and charges.)

A19.5.11 Reserved For Future Use

A19.5.12 Reserved For Future Use

A19.5.13 Minimum Service Period

The minimum service period for WATS is one day.

A19.5.14 Allowance For Interruptions

- A. When the WATS access line is interrupted for a period of less than two hours, no credit applies.
- B. When the WATS access line is interrupted for a period of two hours to 24 hours, a credit applies.

Credit	
Amount	USOC

- 1. WATS Access Line Interruption
 - (a) Credit allowance **\$15.00** **NA**

C. When the WATS access line is interrupted for a period of more than 24 hours, the preceding credit applies for each 24 hour period or any fraction thereof.

D. The credit in **A19.5.14.B. and C.** includes all credit to be applied for an interruption.

E. None of the preceding credit allowances will be made for:

- 1. non-completion of WATS messages due to busy network conditions.
- 2. interruption of service due to customer-provided equipment or systems.
- 3. interruption of service due to the negligence of the customer.
- 4. interruption of service during any period in which the Company is not afforded access to the premises at which the WATS access line is terminated.

Note 1: Effective December 31, 2021, Wide Area Telecommunications Service is withdrawn for residential customers.

(N)

A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{/1/}

(C)

A19.5 Rates and Charges (Cont'd)**A19.5.14 Allowance For Interruptions (Cont'd)**

- E. None of the preceding credit allowances will be made for: (Cont'd)
 - 5. Interruption of service during any period when the customer has released the WATS access line to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangement.
- F. Long Distance Message Telecommunications Service furnished at a subscriber's request when WATS is interrupted is charged for at the Long Distance Message Telecommunications Service rates specified in Section A18.

A19.5.15 Reserved For Future Use**A19.5.16 Listings**

Listings may be provided for Toll Free Dialing Service^{/1/} (Inward WATS) at rates applicable for additional business listings as covered in Section A6.

(C)

A19.5.17 Connecting Arrangements

Connecting arrangements may be used with customer-provided voice transmitting and/or receiving equipment which is used in conjunction with a network control signaling unit.

A19.5.18 Data Access Arrangements

Data access arrangements for connection of customer provided data transmitting and/or receiving equipment is permitted.

A19.5.19 Reserved For Future Use

Note 1: Effective December 31, 2021, Wide Area Telecommunications Service and Toll-Free Dialing Service are withdrawn for residential customers.

(N)

(N)

A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{/3/}

(C)

A19.5 Rates And Charges (Cont'd)**A19.5.20 Toll Free Dialing (TFD) Service Charges****A. Toll Free Dialing Service Terminating on An Exchange Line.**

		Monthly Rate	Nonrecurring Charge	USOC
1.	Business			
	The following rates apply when Option TFD Service terminates on an exchange line.			
	(a) Per TFD Service number terminating on an exchange line	\$3.00	\$10.00	WFASX
	(b) (Obsoleted - See Section A119.)			
	(c) Per TFD record changed	-	15.00	REAPT
2.	Residence			
	The following rates apply when Option TFD Service terminates on an exchange line.			
	(a) Per TFD Service number terminating on an exchange line, per LATA ^{1,2}	3.00	10.00	WIRSX
	(b) (Obsoleted - See Section A119.)			
	(c) Per TFD record changed	-	15.00	REAPT
3.	Business			
	The following rates apply when Open TFD Service (Intrastate only) terminates on an exchange line.			
	(a) Per TFD Service number terminating on an exchange line	3.00	10.00	WSEIX
	(b) (Obsoleted - See Section A119.)			
	(c) Per TFD record changed	-	15.00	REAPT
4.	Residence			
	The following rates apply when Open TFD Service (Intrastate only) terminates on an exchange line.			
	(a) Per TFD Service number terminating on an exchange line	3.00	10.00	WSFIX
	(b) (Obsoleted - See Section A119.)			
	(c) Per TFD record changed	-	15.00	REAPT
5.	Business			
	The following rates apply when Open TFD Service (Interstate) terminates on an exchange line.			
	(a) Per TFD Service number terminating on an exchange line	3.00	10.00	WSG1X
	(b) (Obsoleted - See Section A119.)			
	(c) Per TFD record changed	-	15.00	REAPT
6.	Residence			
	The following rates apply when Open TFD Service (Interstate) terminates on an exchange line.			
	(a) Per TFD Service number terminating on an exchange line	3.00	10.00	WSH1X
	(b) (Obsoleted - See Section A119.)			
	(c) Per TFD record changed	-	15.00	REAPT

Note 1: When this service is terminated on an existing exchange line, Section A4. Service Charges do not apply to that exchange line. When this service is ordered in conjunction with the new connection of an exchange line, appropriate Service Charges in Section A4. apply to the exchange line only. Section A4. charges will never apply to the Option TFD Service or Open TFD Service.

Note 2: When Toll Free Dialing Service is provided by other than the Company and the Company is designated as the intraLATA carrier, only appropriate Service Charges from Section A4. apply.

Note 3: Effective December 31, 2021, Wide Area Telecommunications Service and Toll-Free Dialing Service are withdrawn for residential customers.

(N)

(N)

A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{2/} (C)

A19.5 Rates And Charges (Cont'd)

A19.5.20 Toll Free Dialing (TFD) Service^{2/} Charges (Cont'd) (C)

B. Variable Call Destination Rates

	Monthly Rate	Nonrecurring Charge	USOC
1. The following rates apply when an Area of Service greater than one LATA is selected. It provides for multiple terminations (one ten-digit number per LATA) of Option TFD Service.			
(a) Per TFD record established	\$2.00	\$10.00	E8H
(b) Per TFD record changed	-	15.00	REAPT

A19.5.21 Add-On TFD Service

A. Unless specified otherwise *herein*, hourly rates and usage charge methodology specified for Option TFD Service in *paragraphs* A19.5.4.A and A19.5.5 apply for usage carried and billed by the Company when the Company is designated as the intraLATA carrier for Toll Free Dialing service provided by another company. The following provisioning USOC establishes the add-on TFD billing capability.

Per add-on TFD access number	USOC TGW
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B. Local Discount Option¹

1. Due to billing system requirements, this option is available only for TFD Service that terminates to a number providing dial tone from the Company network to an end user who obtains the number service directly from the Company or indirectly from a certificated reseller of the Company's services.

Note 1: *Paragraph* A19.5.21.B is excluded from concurrence by Independent Telephone Companies that concur in Section A19.

Note 2: Effective December 31, 2021, Wide Area Telecommunications Service and Toll-Free Dialing Service are withdrawn for residential customers. (N)
(N)

A19. WIDE AREA TELECOMMUNICATIONS SERVICE^{/2/} (C)

A19.5 Rates and Charges (Cont'd)

A19.5.21 Add-On TFD Service (Cont'd)

B. Local Discount Option¹ (Cont'd)

- 2. Customers who subscribe to add-on Toll Free Dialing service^{/2/} with a local discount must subscribe to a specified monthly usage commitment. Based on the monthly usage commitment, the appropriate rates from the following table apply as specified in *paragraph 5* for all usage on the service. The following table specifies two sets of intraLATA usage rates for each monthly usage commitment. One set of rates applies for calls that originate from exchanges within the local calling area specified in A3.6.1 for the TFD termination, and the other set of rates applies for calls that originate from exchanges outside the same local calling area. A customer may be billed a shortfall penalty after each anniversary of the service if the monthly usage commitment is not satisfied on a cumulative annual basis. (C)
- 3. Usage Rates

Add-On TFD Monthly Usage Commitment	Within Local Calling Area		Outside Local Calling Area		USOC
	Initial Period (up to 30 seconds)	Per Minute For Additional Time (six second increments)	Initial Period (up to 30 seconds)	Per Minute For Additional Time (six second increments)	
(a) 300 hours	\$0.03450	\$0.06900	\$0.04200	\$0.08400	WFTO1
(b) 750 hours	0.03250	0.06500	0.03950	0.07900	WFTO5
(c) 1,500 hours	0.03050	0.06100	0.03700	0.07400	WFT10
(d) 3,000 hours	0.02850	0.05700	0.03450	0.06900	WFT20
(e) 4,500 hours	0.02550	0.05100	0.03200	0.06400	WFT30
(f) 6,000 hours	0.02450	0.04900	0.02950	0.05900	WFT40
(g) 7,500 hours	0.02350	0.04700	0.02825	0.05650	WFT50

- 4. For customers who subscribe for a specified term to add-on Toll Free Dialing service with a local discount, the discounts indicated in the following table apply to the appropriate rates specified in *paragraph 3*. (DELETED)

Term Commitment for Local Discount Option Add-On TFD Service	Discount
Month-to-Month	None
12 months	5.0%
24 months	8.0%
36 months	11.0%

- 5. For term plans entered into on or after April 3, 2001, a customer's liability for the termination of service prior to the time the customer's obligations under the term plan would have otherwise been satisfied are set forth in *paragraph A2.4.10.E*. (DELETED)
- 6. For add-on Toll Free Dialing service with a local discount, each message is rated separately. The discounts specified in *paragraph 4* are applied to the rates specified in *paragraph 3*. The resulting rate is applied to each message using an initial period of thirty seconds and additional periods in six second increments thereafter. If a call lasts less than thirty seconds, the customer is billed the appropriate charge for a full thirty second message. There are no time-of-day discounts for add-on Toll Free Dialing service with a local discount.

Note 1: *Paragraph A19.5.21.B* is excluded from concurrence by Independent Telephone Companies that concur in Section A19.

Note 2: Effective December 31, 2021, Wide Area Telecommunications Service and Toll-Free Dialing Service are withdrawn for residential customers. (N)