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A3. BASIC LOCAL EXCHANGE SERVICE

A3.1 General

- A. Basic local exchange service, as offered in this Guidebook, is comprised of exchange access lines defined as follows:
Exchange Access Line - The serving central office line equipment and all the Company plant facilities up to and including the Company-provided Standard Network Interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the offering selected by the customer.
- B. Exchange access lines are subject to the nonrecurring charges specified in Section A4.
- C. Rates for basic local exchange service are applied on the basis of statewide groupings according to the total number of exchange access lines, PBX trunks and network access registers in the local calling area excluding the Extended Calling Service exchanges.
- D. Exchange Service Areas for each exchange are identified on maps.
- E. The rates for service and equipment not specifically shown in this section are presented in other sections of this Guidebook.
- F. Pursuant to passage of the Telecommunications Access System Act of 1991 by the Florida Legislature during the 1991 session, a monthly surcharge shall be imposed on all local exchange telecommunications company subscribers on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunications access lines per account bill rendered. The Commission shall determine the amount of the surcharge; however, in no case shall the amount exceed 25 cents per line per month. The surcharge shall appear on the initial bill to the subscriber and itemized at least once annually.
- G. Residence Access Line Retention Offer

Effective January 1, 2021, this Offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period. (N)

Existing residential customers who call to disconnect service with AT&T and elect to stay and have one (or up to a maximum of two) flat rate access line(s) may be eligible to receive a \$6 per month bill credit for 12 months. The following conditions apply:

1. Customers must keep the required services for 30 days to receive the benefit of this offer.
2. Customers subscribing to Complete Choice Enhanced or Complete Choice Basic must have the access line in service for a minimum of 60 days before the customer becomes eligible for this offer.
3. If the customer disconnects the flat rate line(s) or moves from their current location, the remaining benefits will cease.
4. AT&T employees are not eligible for this offer.
5. Customer must be calling into AT&T to disconnect their local service.
6. This offer is available on a maximum of two (2) flat rate lines (a maximum monthly reward of \$12).
7. Not stackable with any other regulated retention offer that provides a monthly discount.
8. Eligible customers are existing AT&T residential customers who have a primary access line, or a primary access line with an additional access line(s), and are calling to disconnect one or more access lines.
9. This offer is only available for retention purposes.
10. The monthly bill credit stays in effect as long as the customer remains at the same address and is limited to a maximum of 12 months.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 Statewide Rate Groups (M)

A3.2.1 Rate Group Descriptions (M)

The statewide rate schedules in this section are applicable to exchange access lines. The groupings are based on exchange access lines, PBX trunks and network access registers in the local calling areas specified in A3.3.1 excluding exchange access lines in the Extended Calling Service additional exchanges or in the expanded local calling area of any other service in this Guidebook. (M)

Group	Total Exchange Access Lines and PBX Trunks-Upper Limits	
1	2,000	(M)
2	7,000	(M)
3	22,000	(M)
4	55,000	(M)
5	120,000	(M)
6	195,000	(M)
7	280,000	(M)
8	375,000	(M)
9	450,000	(M)
10	550,000	(M)
11	700,000	(M)
12	Unlimited	(M)

A3.2.2 Reserved for Future Use

A3.2.3 Reserved for Future Use

A3.2.4 Maps of Exchange Service Areas

Appropriate maps of the Exchange Service Areas are available at the following website: http://cpr.att.com/pdf/fl/fl_maps.pdf.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas

A3.3.1 Local Calling Area Exchanges

The rates specified for Flat Rate Service, Complete Choice service and/or Message Rate Service, entitle subscribers to access all exchange access lines bearing the central office designations of the subscriber's exchange and all exchange access lines bearing the central office designations of additional exchanges in the Extended Area Service (EAS) and Extended Calling Service (ECS) categories as shown following. For the services specified in A3.4.2, A3.4.3, and A3.5.2, the local calling area of the exchange in the left hand column also includes the additional exchanges listed in the EAS and ECS categories. These exchanges may be accessed on a flat rate or usage rate basis.

The rates specified for Area Plus service (including Area Plus service with the Complete Choice option), BellSouth Business Plus service and BellSouth Business Choice Package service entitle subscribers to access all exchange access lines bearing the central office designation(s) of the subscriber's exchange and all exchange access lines bearing the central office designation(s) of additional exchanges in the Extended Area Service (EAS) and Extended Calling Service (ECS) categories as shown following and all exchange access lines bearing the central office designation(s) of all other exchanges located in the subscriber's Local Access and Transport Area (LATA) as shown following. For the services specified in A3.4.4, the local calling area of the exchange in the left hand column includes the additional exchanges listed in the EAS and ECS categories and all other exchanges in the subscriber's LATA. These exchanges may be accessed on a flat rate basis. For the services specified in A3.4.3 and A103.44, the local calling area of the exchange in the left hand column includes the additional exchanges listed in the EAS and ECS categories and all other exchanges in the subscriber's LATA. These exchanges may be accessed on a flat rate or usage rate basis.

Exchange [LATA] ¹	Category	Additional Exchanges
Archer [Gainesville]	EAS ECS ²	Bronson, Gainesville, Micanopy, Newberry, Willison (ICE) Cedar Key, Chiefland
Baldwin [Jacksonville]	EAS ECS ²	Jacksonville, Maxville, MacClenny (ICE), Sanderson (ICE) Callahan (ICE)
Belle Glade ³ [Southeast]	EAS ECS ²	Pahokee Boca Raton, Boynton Beach, Delray Beach, Jupiter, West Palm Beach
Boca Raton ³ [Southeast]	EAS ECS ²	Coral Springs, Deerfield Beach, Delray Beach, Pompano Beach Belle Glade, Boynton Beach, Fort Lauderdale, Hollywood, Jupiter, Miami, North Dade, Pahokee, West Palm Beach

Note 1: For a list of all exchanges in each LATA, see A3.3.2.

Note 2: ECS calling rates apply for customers who select the Company as their presubscribed intraLATA carrier.

Note 3: See A103.7.2 for Premium EOEAS terms, conditions and rates.

(T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.1 Local Calling Area Exchanges

Exchange [LATA] ¹	Category	Additional Exchanges
Boynton Beach [Southeast]	EAS ECS ²	Delray Beach, West Palm Beach Belle Glade, Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Jupiter, Pahokee, Pompano Beach
Bronson [Gainesville]	EAS ECS ²	Archer, Cedar Key, Chiefland, Gainesville, Williston (ICE) Newberry
Brooksville [Gainesville]	EAS	Dade City (ICE), San Antonio (ICE), Trillacoochee (ICE), Weekiwachee Springs
Bunnell ³ [Daytona Beach]	EAS ECS ²	Flagler Beach, Palm Coast Daytona Beach, Pierson
Cantonment (Including Clear Springs, and Gateswood, Alabama) [Pensacola]	EAS	Century, Gulf Breeze, Molino, Pensacola, Walnut Hill
Cedar Key [Gainesville]	EAS ECS ²	Bronson, Chiefland Archer, Gainesville
Century [Mobile, Alabama]	EAS	Brewton (Alabama), Cantonment (including Clear Springs, Alabama), Flomaton (Alabama), Molino (ICE), Pensacola, Walnut Hill (ICE)
Chiefland [Gainesville]	EAS ECS ²	Bronson, Cedar Key, Trenton Archer, Cross City, Gainesville, Old Town

Note 1: For a list of all exchanges in each LATA, see A3.3.2.

Note 2: ECS calling rates apply for customers who select *the Company* as their presubscribed intraLATA carrier. (T)

Note 3: See A103.7.2 for Premium EOEAS *terms, conditions* and rates. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.1 Local Calling Area Exchanges

Exchange [LATA] ¹	Category	Additional Exchanges
Chipley [Panama City]	EAS ECS ²	Bonifay (ICE), Cottondale (ICE), Graceville, Sunny Hills, Vernon Panama City, Youngstown-Fountain
Cocoa [Orlando]	EAS	Cocoa Beach, Eau Gallie, Melbourne, Titusville
Cocoa Beach [Orlando]	EAS	Cocoa, Eau Gallie, Melbourne, Titusville
Coral Springs [Southeast]	EAS ECS ²	Boca Raton, Deerfield Beach, Fort Lauderdale, Pompano Beach Boynton Beach, Delray Beach, Hollywood, Homestead, Miami, North Dade, Perrine
Cross City [Gainesville]	EAS ECS ²	Old Town Chiefland, Gainesville, Trenton
Daytona Beach [Daytona Beach]	ECS ²	Bunnell, DeLand, DeLeon Springs, Flagler Beach, New Smyrna Beach, Oak Hill, Palm Coast, Pierson
DeBary [Orlando]	EAS ECS ²	DeLand, Orange City (ICE), Sanford Orlando, Winter Park (ICE)
Deerfield Beach [Southeast]	EAS ECS ²	Boca Raton, Coral Springs, Delray Beach, Fort Lauderdale, Pompano Beach Boynton Beach, Hollywood, Homestead, Miami, North Dade, Perrine
DeLand [Daytona Beach]	EAS ECS ²	DeBary, DeLeon Springs, Orange City (ICE), Pierson Daytona Beach, New Smyrna Beach, Oak Hill
DeLeon Springs [Daytona Beach]	EAS ECS ²	DeLand, Orange City(ICE), Pierson Daytona Beach, New Smyrna Beach, Oak Hill

Note 1: For a list of all exchanges in each LATA, see A3.3.2.

Note 2: ECS calling rates apply for customers who select *the Company* as their presubscribed intraLATA carrier. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.1 Local Calling Area Exchanges

Exchange [LATA] ¹	Category	Additional Exchanges	
Delray Beach ³ [Southeast]	EAS ECS ²	Boca Raton, Boynton Beach, Deerfield Beach Belle Glade, Coral Springs, Fort Lauderdale, Hollywood, Jupiter, Pahokee, Pompano Beach, West Palm Beach	
Dunnellon [Gainesville]	EAS	Belleview (ICE), Beverly Hills (ICE), Forest (ICE), Ocala (ICE), Oklawaha (ICE), Salt Springs (ICE), Silver Springs Shores (ICE), Yankeetown (ICE)	
East Orange [Orlando]	EAS	Apopka (ICE), Celebration (ICE), Lake Buena Vista (ICE), <i>Montverde</i> (ICE), Orlando, Oviedo, Reedy Creek (ICE), Windermere (ICE), Winter Garden (ICE), Winter Park (ICE)	(T)
Eau Gallie [Orlando]	EAS ECS ²	Cocoa, Cocoa Beach, Melbourne Titusville	
Fernandina Beach ³ [Jacksonville]	EAS ECS ²	Yulee Jacksonville	
Flagler Beach ³ [Daytona Beach]	EAS ECS ²	Bunnell, Palm Coast Daytona Beach, Pierson	

Note 1: For a list of all exchanges in each LATA, see A3.3.2.

Note 2: ECS calling rates apply for customers who select the Company as their presubscribed intraLATA carrier.

Note 3: See A103.7.2 for Premium EOEAS terms, conditions and rates.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.1 Local Calling Area Exchanges

Exchange [LATA] ¹	Category	Additional Exchanges	
Fort Lauderdale [Southeast]	EAS ECS ²	Coral Springs, Deerfield Beach, Hollywood, Pompano Beach Boca Raton, Boynton Beach, Delray Beach, Homestead, Miami, North Dade, Perrine	
Fort Pierce ³ [Southeast]	EAS ECS ²	Port St. Lucie Jensen Beach, Vero Beach	
Gainesville [Gainesville]	EAS ECS ²	Alachua (ICE), Archer, Bronson, Brooker (ICE), Fort White (ICE), Hawthorne, High Springs (ICE), Keystone Heights, Lake Butler (ICE), McIntosh (ICE), Melrose (ICE), Micanopy, Newberry, Trenton, Waldo (ICE), Williston (ICE) Cedar Key, Chiefland, Cross City, Old Town	
Geneva ³ [Orlando]	EAS	Orlando, Ovieda, Sanford, Winter Park (ICE)	
Graceville [Panama City]	EAS	(DELETED) Bonifay (ICE), Chipley, Cottondale (ICE), (DELETED) Greenwood (ICE), (DELETED) Marianna (ICE), Reynolds Hill (ICE), Sneads (ICE), Westville (ICE)	(D) (D)

Note 1: For a list of all exchanges in each LATA, see A3.3.2.

Note 2: ECS calling rates apply for customers who select the Company as their presubscribed intraLATA carrier.

Note 3: See A103.7.2 for Premium EOEAS terms, conditions and rates.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.1 Local Calling Area Exchanges

Exchange [LATA] ¹	Category	Additional Exchanges
Green Cove Springs [Jacksonville]	EAS	Maxville, Middleburg, Jacksonville, Orange Park, St. Johns
	ECS ²	Palatka
Gulf Breeze [Pensacola]	EAS	Cantonment (including Clear Springs, Alabama), Holley-Navarre, Jay, Milton, Munson, Pace, Pensacola
Havana [Panama City]	EAS	Chattahoochee (ICE), Greensboro (ICE), Gretna (ICE), Quincy (ICE), Tallahassee (ICE)
Hawthorne [Gainesville]	EAS	Gainesville, Melrose (ICE), Micanopy
Hobe Sound ³ [Southeast]	EAS ECS ²	Jensen Beach, Jupiter, Port St. Lucie, Stuart West Palm Beach
Holley-Navarre ³ [Pensacola]	EAS	Fort Walton Beach (ICE), Gulf Breeze, Jay, Milton, Munson, Pace, Pensacola
Hollywood ³ [Southeast]	EAS ECS ²	Fort Lauderdale, North Dade Boca Raton, Boynton Beach, Coral Springs, Deerfield Beach, Delray Beach, Homestead, Miami, Perrine, Pompano Beach
Homestead [Southeast]	EAS ECS ²	Miami, Perrine Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Keys, North Dade, Pompano Beach

Note 1: For a list of all exchanges in each LATA, see A3.3.2.

Note 2: ECS calling rates apply for customers who select *the Company* as their presubscribed intraLATA carrier. (T)

Note 3: See A103.7.2 for Premium EOEAS *terms, conditions* and rates. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.1 Local Calling Area Exchanges

Exchange [LATA] ¹	Category	Additional Exchanges
Jacksonville [Jacksonville]	EAS	Baldwin, Callahan (ICE), Hilliard (ICE), Jacksonville Beach, Maxville, MacClenny (ICE), Middleburg, Orange Park, Ponte Vedra Beach, Sanderson (ICE), St. Johns, Yulee
	ECS ²	Fernandina Beach, Palatka (ICE)
Jacksonville Beach [Jacksonville]	EAS	Jacksonville, Ponte Vedra Beach, St. Johns
Jay [Pensacola]	EAS	Gulf Breeze, Holley-Navarre, Milton, Munson, Pace, Pensacola
Jensen Beach [Southeast]	EAS	Hobe Sound, Port St. Lucie, Stuart
	ECS ²	Fort Pierce, Jupiter, West Palm Beach
Jupiter [Southeast]	EAS	Hobe Sound, West Palm Beach
	ECS ²	Belle Glade, Boca Raton, Boynton Beach, Delray Beach, Jensen Beach, Pahokee, Port St. Lucie, Stuart
Keys [Southeast]	ECS ²	Homestead, Miami, Perrine

Note 1: For a list of all exchanges in each LATA, see A3.3.2.

Note 2: ECS calling rates apply for customers who select *the Company* as their presubscribed intraLATA carrier. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.1 Local Calling Area Exchanges

Exchange [LATA] ¹	Category	Additional Exchanges
Keystone Heights ³ [Gainesville]	EAS	Gainesville, Melrose (ICE), Starke (ICE), that portion of Florahome (ICE) located in Clay County, Waldo (ICE)
Lake City [Jacksonville]	EAS ECS ²	Branford (ICE), Fort White (ICE), Lake Butler (ICE), Wellborn (ICE), White Springs (ICE) Florida Sheriff's Boys Ranch (ICE), High Springs (ICE), Live Oak (ICE), Luraville (ICE), MacClenny (ICE), Sanderson (ICE)
Lynn Haven [Panama City]	EAS ECS ²	Panama City, Panama City Beach, Sunny Hills, Youngstown-Fountain The Beaches (ICE), Tyndall AFB (ICE), Vernon
Maxville [Jacksonville]	EAS	Baldwin, Jacksonville, MacClenny (ICE), Middleburg, Orange Park, Sanderson (ICE)
Melbourne [Orlando]	EAS ECS ²	Cocoa, Cocoa Beach, Eau Gallie, Sebastian Titusville

Note 1: For a list of all exchanges in each LATA, see A3.3.2.

Note 2: ECS calling rates apply for customers who select *the Company* as their presubscribed intraLATA carrier. (T)

Note 3: See A103.7.2 for Premium EOEAS *terms, conditions* and rates. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.1 Local Calling Area Exchanges

Exchange [LATA] ¹	Category	Additional Exchanges
Miami [Southeast]	EAS ECS ²	Homestead, North Dade, Perrine Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Keys, Pompano Beach
Micanopy [Gainesville]	EAS	Archer, Gainesville, Hawthorne, McIntosh (ICE)
Middleburg [Jacksonville]	EAS	Jacksonville, Maxville, Orange Park
Milton [Pensacola]	EAS	Jay, Munson, Gulf Breeze, Holley-Navarre, Pace, Pensacola
Munson [Pensacola]	EAS	Gulf Breeze, Holley-Navarre, Jay, Milton, Pace, Pensacola
Newberry [Gainesville]	EAS ECS ²	Alachua (ICE), Archer, Gainesville, High Springs (ICE), Trenton Bronson
New Smyrna Beach [Daytona Beach]	EAS ECS ²	Oak Hill Daytona Beach, DeLand, DeLeon Springs, Pierson

Note 1: For a list of all exchanges in each LATA, see A3.3.2.

Note 2: ECS calling rates apply for customers who select *the Company* as their presubscribed intraLATA carrier. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.1 Local Calling Area Exchanges

Exchange [LATA] ¹	Category	Additional Exchanges	
North Dade ³ [Southeast]	EAS ECS ²	Hollywood, Miami, Perrine Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale, Homestead, Pompano Beach	
Oak Hill ³ [Daytona Beach]	EAS ECS ²	New Smyrna Beach Daytona Beach, DeLand, DeLeon Springs, Pierson	
Old Town [Gainesville]	EAS ECS ¹	Chiefland, Cross City Gainesville, Trenton	
Orange Park [Jacksonville]	EAS ECS ¹	Green Cove Springs, Jacksonville, Maxville, Middleburg, St. Johns Palatka	
Orlando [Orlando]	EAS ECS ²	Apopka (ICE), Celebration (ICE), Clermont (ICE), East Orange, Geneva, Groveland (ICE), Kissimmee (ICE), Lake Buena Vista (ICE), <i>Montverde</i> (ICE), Oviedo, Reedy Creek (ICE), Sanford, St. Cloud (ICE), West Kissimmee (ICE), Windermere (ICE), Winter Garden (ICE), Winter Park (ICE) DeBary	(T)
Oviedo [Orlando]	EAS	East Orange, Geneva, Orlando, Sanford, Winter Park (ICE)	

Note 1: For a list of all exchanges in each LATA, see A3.3.2.

Note 2: ECS calling rates apply for customers who select the Company as their presubscribed intraLATA carrier.

Note 3: See A103.7.2 for Premium EOEAS terms, conditions and rates.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.1 Local Calling Area Exchanges

Exchange [LATA] ¹	Category	Additional Exchanges
Pace [Pensacola]	EAS	Gulf Breeze, Holley-Navarre, Jay, Milton, Munson, Pensacola
Pahokee ³ [Southeast]	EAS ECS ²	Belle Glade Boca Raton, Boynton Beach, Delray Beach, Jupiter, West Palm Beach
Palatka [Jacksonville]	EAS ECS ²	Crescent City (ICE), Florahome (ICE), Hastings (ICE), Interlachen (ICE), Pomona Park, Welaka Green Cove Springs, Jacksonville, Orange Park, St. Johns
Palm Coast ³ [Daytona Beach]	EAS ECS ²	Bunnell, Flagler Beach Daytona Beach
Panama City [Panama City]	EAS ECS ²	Lynn Haven, Panama City Beach, Port St. Joe (ICE), Sunny Hills, The Beaches (ICE), Tyndall AFB (ICE), Wewahitchka (ICE), Youngstown-Fountain Chipley, Vernon
Panama City Beach [Panama City]	EAS ECS ²	Lynn Haven, Panama City Sunny Hills, The Beaches (ICE), Tyndall AFB (ICE), Youngstown- Fountain
Pensacola [Pensacola]	EAS	Cantonment (including Clear Springs, Alabama), Century (ICE), Gulf Breeze, Holley-Navarre, Jay, Milton, Molino (ICE), Munson, Pace, Walnut Hill (ICE)
Perrine [Southeast]	EAS ECS ²	Homestead, Miami, North Dade Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Keys, Pompano Beach

Note 1: For a list of all exchanges in each LATA, see A3.3.2.

Note 2: ECS calling rates apply for customers who select *the Company* as their presubscribed intraLATA carrier. (T)

Note 3: See A103.7.2 for Premium EOEAS *terms, conditions* and rates. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.1 Local Calling Area Exchanges

Exchange [LATA] ¹	Category	Additional Exchanges
Pierson [Daytona Beach]	EAS ECS ²	Crescent City (ICE), DeLand, DeLeon Springs Bunnell, Daytona Beach, Flagler Beach, New Smyrna Beach, Oak Hill
Pomona Park [Jacksonville]	EAS	Crescent City (ICE), Palatka, Welaka
Pompano Beach [Southeast]	EAS ECS ²	Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale Boynton Beach, Delray Beach, Hollywood, Homestead, Miami, North Dade, Perrine
Ponte Vedra Beach [Jacksonville]	EAS	Jacksonville, Jacksonville Beach, St. Johns
Port St. Lucie [Southeast]	EAS ECS ²	Fort Pierce, Hobe Sound, Jensen Beach, Stuart Jupiter, West Palm Beach
St. Johns [Jacksonville]	EAS ECS ²	Green Cove Springs, Hastings (ICE), Jacksonville, Jacksonville Beach, Orange Park, Ponte Vedra Beach Palatka
Sanford ³ [Orlando]	EAS	DeBary, Geneva, Orange City (ICE), Orlando, Oviedo, Winter Park (ICE)
Sebastian [Southeast]	EAS	Melbourne, Vero Beach

Note 1: For a list of all exchanges in each LATA, see A3.3.2.

Note 2: ECS calling rates apply for customers who select *the Company* as their presubscribed intraLATA carrier. (T)

Note 3: See A103.7.2 for Premium EOEAS *terms, conditions* and rates. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.1 Local Calling Area Exchanges

Exchange [LATA] ¹	Category	Additional Exchanges	
Stuart ³ [Southeast]	EAS ECS ²	Hobe Sound, Indiantown (ICE), Jensen Beach, Port St. Lucie Jupiter, West Palm Beach	
Sunny Hills ³ [Panama City]	EAS ECS ²	Chipley, Lynn Haven, Panama City, Vernon, Youngstown-Fountain, Panama City Beach	
Titusville [Orlando]	EAS ECS ²	Cocoa, Cocoa Beach Eau Gallie, Melbourne	
Trenton [Gainesville]	EAS ECS ²	Chiefland, Gainesville, Newberry Cross City, Old Town	
Vernon [Panama City]	EAS ECS ²	Bonifay (ICE), Chipley, Sunny Hills, Westville (ICE) Lynn Haven, Panama City	(T)
Vero Beach ³ [Southeast]	EAS ECS ²	Sebastian Fort Pierce	
Weekiwachee Springs [Gainesville]	EAS	Brooksville	
Welaka [Jacksonville]	EAS	Crescent City (ICE), Palatka, Pomona Park	

Note 1: For a list of all exchanges in each LATA, see A3.3.2.

Note 2: ECS calling rates apply for customers who select the Company as their presubscribed intraLATA carrier.

Note 3: See A103.7.2 for Premium EOEAS terms, conditions and rates.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.1 Local Calling Area Exchanges

Exchange [LATA] ¹	Category	Additional Exchanges
West Palm Beach [Southeast]	EAS ECS ²	Boynton Beach, Jupiter Belle Glade, Boca Raton, Delray Beach, Hobe Sound, Jensen Beach, Pahokee, Port St. Lucie, Stuart
Yankeetown [Gainesville]	EAS	Crystal River (ICE), Dunnellon
Youngstown-Fountain [Panama City]	EAS ECS ²	Lynn Haven, Panama City, Sunny Hills Chipley, Panama City Beach, The Beaches (ICE), Tyndall AFB (ICE)
Yulee [Jacksonville]	EAS	Fernandina Beach, Jacksonville

Note 1: For a list of all exchanges in each LATA, see A3.3.2.

Note 2: ECS calling rates apply for customers who select *the Company* as their presubscribed intraLATA carrier. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.2 List of Exchanges by Local Access and Transport Area (LATA)

Daytona Beach LATA

Bunnell	De Land	Oak Hill
Daytona Beach	Flagler Beach	Palm Coast
De Leon Springs	New Smyrna Beach	Pierson

Gainesville LATA

Archer	Cross City	Keystone Heights	Salt Springs
Astor	Crystal River	Lady Lake	San Antonio
Bellevue	Dade City	Leesburg	Silver Springs Shores
Beverly Hills	Dunnellon	McIntosh	Tavares
Bronson	Eustis	Melrose	Trenton
Brooker	Forest	Micanopy	Trillacoochee
Brooksville	Gainesville	Mount Dora	Umatilla
Bushnell	Groveland	Newberry	Waldo
Cedar Key	Hawthorne	Ocala	Weekiwachee Springs
Chiefland	(DELETED)	Oklawaha	Wildwood (D)
Citra	Howey-in-the-Hills	Old Town	Williston
Clermont	Inverness	Orange Springs	Yankeetown

Jacksonville LATA

Alachua	Hastings	Lake City	Ponte Vedra Beach
Baldwin	High Springs	Lawtey	Raiford
Branford	Hilliard	Live Oak	Sanderson
Callahan	Interlachen	Luraville	St. Johns (T)
Crescent City	Jacksonville	Macclenny	Starke (T)
Dowling Park	Jacksonville Beach	Maxville	Welaka (T)
Fernandina Beach	Jasper	Mayo	Wellborn (T)
Florahome	Jennings	Middleburg	White Springs (T)
Fla. Sheriff's Boys Ranch	Kingsley Lake	Orange Park	Yulee (T)
Fort White	Lake Butler	Palatka	(T)
Green Cove Springs		Pomona Park	

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.2 List of Exchanges by Local Access and Transport Area (LATA) (Cont'd)

Mobile, Alabama LATA

Atmore, AL	Dauphin Island, AL	Frisco City, AL	Millry, AL
Bay Minette, AL	Davisville, FL	Fruitdale, AL	Mobile, AL
Bayou La Batre, AL	Deer Park, AL	Gilbertown, AL	Monroeville, AL
Beatrice, AL	Evergreen, AL	Gosport, AL	Mount Vernon, AL
Belle Fontaine, AL	Excel, AL	Grand Bay, AL	Peterman, AL
Brewton, AL	Fairhope, AL	Grove Hill, AL	Pine Apple, AL
Castleberry, AL	Finchburg, AL	Huxford, AL	Repton, AL
Century, FL	Flomaton, AL	Irvington-St. Elmo, AL	Silas, AL
Chatom, AL	Foley, AL	Jackson, AL	Tanner-Williams, MS
Citronelle, AL	Fowl River, AL	McCullough, AL	Uriah, AL
Coffeetown, AL	Frankville, AL	McIntosh, AL	Walnut Hill, FL

Orlando LATA

Apopka	Eau Gallie	Montverde	St. Cloud
Celebration	Geneva	Orange City	Titusville
Cocoa	Kenansville	Orlando	West Kissimmee
Cocoa Beach	Kissimmee	Oviedo	Windermere
De Bary	Lake Buena Vista	Reedy Creek	Winter Garden
East Orange	Melbourne	Sanford	Winter Park

Panama City LATA

(DELETED)	Chipley	Hosford	Sneads	(D)
Alligator Point	Cottondale	Lynn Haven	Sunny Hills	
Altha	East Point	(DELETED)	The Beaches	(D)
Apalachicola	Graceville	Marianna	Tyndall Air Force Base	
Blountstown	(DELETED)	Panama City	Vernon	(D)
Bonifay	Greensboro	Panama City Beach	Westville	
Bristol	Greenwood	Port St. Joe	Wewahitchka	
Carrabelle	Gretna	Quincy	Youngstown-Fountain	
Chattahoochee	Havanna	Reynolds Hill		

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 Local Calling Areas (Cont'd)

A3.3.2 List of Exchanges by Local Access and Transport Area (LATA) (Cont'd)

Pensacola LATA

(DELETED)	Fort Walton, Beach, FL	Milton, FL	Ponce De Leon, FL	(D)
Cantonment, FL	Freeport, FL	Molino, FL	Santa Rosa Beach, FL	
Clear Springs, AL	Glendale, FL	Munson, FL	Seagrove Beach, FL	
Crestview, FL	Gulf Breeze, FL	Pace, FL	Shalimar, FL	
De Funiak Springs, FL	Holley Navarre, FL	Paxton, FL	(DELETED)	(D)
Destin, FL	Jay, FL	Pensacola, FL	Wing, AL	
Floral, AL	Laurelhill, FL			

Southeast LATA

Belle Glade	Fort Lauderdale	Jupiter	Pompano Beach
Boca Raton	Fort Pierce	Keys	Port St. Lucie
Boynton Beach	Hobe Sound	Miami	Sebastian
Coral Springs	Hollywood	North Dade	Stuart
Deerfield Beach	Homestead	Pahokee	Vero Beach
Delray Beach	Indiantown	Perrine	West Palm Beach
Fort Lauderdale	Jensen Beach		

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 Flat Rate Service

A3.4.1 General

A. Monthly exchange rates shown in A3.4.2 are applicable in each exchange for classes of basic local exchange service offered.

A3.4.2 Monthly Rates

A. The rates specified herein entitle subscribers to an unlimited number of messages to all exchange access lines bearing the designation of central offices within the serving exchange and extended area service additional exchanges or portions of exchanges as shown in A3.3.1.

B. Residence and Business Exchange Access Line Rates

1. Flat Rate Service

a. Residence Service

(1) Rate Groups 1 - 6

	1	2	Group 3	4	5	6	USOC	
(a) Individual service	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	1FR++	(1)
(2) Rate Groups 7 - 12								

	7	8	Group 9	10	11	12	USOC	
(a) Individual service	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00+ \$36.00	

b. Business Service ^{1,2}

(1) Rate Groups 1-6

	1	2	Group 3	4	5	6	USOC	
(a) Individual line service	\$629.00	\$629.00	\$629.00	\$629.00	\$629.00	\$629.00	1FB	(1)
(b) Multi-line Exchange Access Line ³	629.00	629.00	629.00	629.00	629.00	629.00	MFB	(1)

(2) Rate Groups 7 - 12

	7	8	Group 9	10	11	12	USOC	
(a) Individual line service	\$629.00	\$629.00	\$629.00	\$629.00	\$629.00	\$629.00	1FB	(1)
(b) Multi-line Exchange Access Line ³	629.00	629.00	629.00	629.00	629.00	629.00	MFB	(1)

2. Residence and Business Exchange and Rate Group Classification⁴:

Exchange

- Archer (Group 6)
- Baldwin (Group 9)
- Belle Glade (Group 3)
- Boca Raton (Group 10)
- Boynton Beach (Group 11)

Note 1: The Business Service Rate Groups for individual line service monthly rates also apply to Flat Rate Access Line Service for Payphone Phone Service (PSP) telephone in A7.4 for the following USOCs: 7ZG, 7ZH, 7ZJ, 7ZK, 7ZL, and 7ZM.

Note 2: The 80% of the Business Service Rate Groups for individual line service monthly rates also apply to Usage Rate Access Line Service for Payphone Phone Service (PSP) telephone in A7.4 for the following USOCs: 2SM, 1ZP, 17E, 17F, 17G, and 17H.

Note 3: The Multi-line Exchange Access Line rate applies per line to subscribers with more than one exchange access line.

Note 4: See A3.4.2.B.1 for Residence and Business Flat Rate Exchange Access Line rates.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 Flat Rate Service (Cont'd)

A3.4.2 Monthly Rates (Cont'd)

B. Residence and Business Exchange Access Line Rates (Cont'd)

2. Residence and Business Exchange *and Rate Group Classification*¹: (Cont'd) (T)

Exchange

Bronson (Group 6)	(T)
Brooksville (Group 5)	(T)
Bunnell (Group 4)	(T)
Cantonment (Group 6)	(T)
Cedar Keys (Group 3)	(T)
Century (Group 6)	(T)
Chiefland (Group 3)	(T)
Chipley (Group 3)	(T)
Cocoa (Group 8)	(T)
Cocoa Beach (Group 8)	(T)
Coral Springs (Group 12)	(T)
Cross City (Group 3)	(T)
Daytona Beach (Group 6)	(T)
DeBary (Group 6)	(T)
Deerfield Beach (Group 12)	(T)
Deland (Group 5)	(T)
DeLeon Springs (Group 5)	(T)
Delray Beach (Group 9)	(T)
Dunnellon (Group 6)	(M)(T)
East Orange (Group 12)	(M)(T)
Eau Gallie (Group 7)	(M)(T)
Fernandina Beach (Group 4)	(M)(T)
Flagler Beach (Group 4)	(M)(T)
Ft. Lauderdale (Group 12)	(M)(T)
Ft. Pierce (Group 6)	(M)(T)
Gainesville (Group 6)	(M)(T)
Geneva (Group 12)	(M)(T)
Graceville (Group 4)	(M)(T)
Green Cove Springs (Group 10)	(M)(T)
Gulf Breeze (Group 7)	(M)(T)
Havana (Group 7)	(M)(T)
Hawthorne (Group 5)	(M)(T)
Hobe Sound (Group 7)	(M)(T)
Holley Navarre (Group 7)	(M)(T)

Note 1: See A3.4.2.B.1 for Residence and Business Flat Rate Exchange Access Line rates. (N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 Flat Rate Service (Cont'd)

A3.4.2 Monthly Rates (Cont'd)

B. Residence and Business Exchange Access Line Rates (Cont'd)

2. Residence and Business Exchange *and Rate Group Classification*¹: (Cont'd)

Exchange	(T)
	(M)
Hollywood (Group 12)	(M1)(T)
Homestead (Group 12)	(M1)(T)
Jacksonville (Group 11)	(M1)(T)
Jacksonville Beach (Group 10)	(M1)(T)
Jay (Group 7)	(M1)(T)
Jensen Beach (Group 6)	(M1)(T)
Jupiter (Group 10)	(M1)(T)
Keys (Group 5)	(M1)(T)
Keystone Heights (Group 6)	(M1)(T)
Lake City (Group 4)	(M1)(T)
Lynn Haven (Group 5)	(M1)(T)
Maxville (Group 10)	(M1)(T)
Melbourne (Group 7)	(M1)(T)
Miami (Group 12)	(M1)(T)
Micanopy (Group 5)	(M1)(T)
Middleburg (Group 10)	(M1)(T)
Milton (Group 7)	(M1)(T)
Munson (Group 7)	(M1)(T)
Newberry (Group 6)	(M1)(T)
New Smyrna Beach (Group 4)	(M2)(T)
North Dade (Group 12)	(M2)(T)
Oak Hill (Group 4)	(M2)(T)
Old Town (Group 3)	(M2)(T)
Orange Park (Group 10)	(M2)(T)
Orlando (Group 12)	(M2)(T)
Oviedo (Group 12)	(M2)(T)
Pace (Group 7)	(M2)(T)
Pahokee (Group 3)	(M2)(T)
Palatka (Group 4)	(M2)(T)
Palm Coast (Group 4)	(M2)(T)
Panama City (Group 5)	(M2)(T)
Panama City Beach (Group 5)	(M2)(T)
Pensacola (Group 7)	(M2)(T)
Perrine (Group 12)	(M2)(T)
Pierson (Group 4)	(M2)(T)
Pomona Park (Group 4)	(M2)(T)
Pompano Beach (Group 12)	(M2)(T)
Ponte Vedra Beach (Group 10)	(M2)(T)
Port St. Lucie (Group 7)	(M2)(T)

Note 1: See A3.4.2.B.1 for Residence and Business Flat Rate Exchange Access Line rates. (N)

M1 - Material appearing on this page previously appeared on page(s) 23 of this section.
 M2 - Material appearing on this page previously appeared on page(s) 24 of this section.
 Material previously appearing on this page now appears on page(s) 21 of this section.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 Flat Rate Service (Cont'd)

A3.4.2 Monthly Rates (Cont'd)

B. Residence and Business Exchange Access Line Rates (Cont'd)

2. Residence and Business Exchange *and Rate Group Classification*¹: (Cont'd)

Exchange

St. Johns (See A3.8.33)	(M)(T)
Sanford (Group 12)	(M)(T)
Sebastian (Group 6)	(M)(T)
Stuart (Group 6)	(M)(T)
Sunny Hills (Group 5)	(M)(T)
Titusville (Group 6)	(M)(T)
Trenton (Group 5)	(M)(T)
Vernon (Group 3)	(M)(T)
Vero Beach (Group 5)	(M)(T)
Weekiwachee Springs (Group 5)	(M)(T)
Welaka (Group 4)	(M)(T)
West Palm Beach (Group 10)	(M)(T)
Yankeetown (Group 4)	(M)(T)
Youngstown-Fountain (Group 5)	(M)(T)
Yulee (Group 9)	(M)(T)

Note 1: See A3.4.2.B.1 for Residence and Business Flat Rate Exchange Access Line rates. (N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 Flat Rate Service (Cont'd)

A3.4.2 Monthly Rates (Cont'd)

(M)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 Flat Rate Service (Cont'd)

A3.4.2 Monthly Rates (Cont'd)

(M)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 Flat Rate Service (Cont'd)

A3.4.2 Monthly Rates (Cont'd)

C. PBX Trunks

PBX trunks are offered for residence and business service as specified following:

1. Residence - Rate Groups 1-6

		Group						
		1	2	3	4	5	6	USOC
(a)	Two way	\$13.56	\$14.26	\$14.94	\$15.44	\$16.14	\$16.73	TFR

2. Residence - Rate Groups 7-12

		Group						
		7	8	9	10	11	12	USOC
(a)	Two way	\$17.32	\$17.84	\$18.27	\$18.70	\$18.94	\$19.29	TFR

3. Business, Rate Groups 1-6

		Group							
		1	2	3	4	5	6	USOC	
(a)	Combination	\$ 833.00	\$ 833.00	\$ 833.00	\$ 833.00	\$ 833.00	\$ 833.00	TFC	(1)
(b)	Out dial	833.00	833.00	833.00	833.00	833.00	833.00	TFU	(1)
(c)	Inward only	833.00	833.00	833.00	833.00	833.00	833.00	TFN	(1)
(d)	DID (Direct In-Dial)	833.00	833.00	833.00	833.00	833.00	833.00	TDD1X	(1)
(e)	DID Combination ¹	858.00	858.00	858.00	858.00	858.00	858.00	TDDCX	(1)

4. Business, Rate Groups 7-12

		Group							
		7	8	9	10	11	12	USOC	
(a)	Combination	\$ 833.00	\$ 833.00	\$ 833.00	\$ 833.00	\$ 833.00	\$ 833.00	TFC	(1)
(b)	Out dial	833.00	833.00	833.00	833.00	833.00	833.00	TFU	(1)
(c)	Inward only	833.00	833.00	833.00	833.00	833.00	833.00	TFN	(1)
(d)	DID (Direct In-Dial)	833.00	833.00	833.00	833.00	833.00	833.00	TDD1X	(1)
(e)	DID Combination ¹	858.00	858.00	858.00	858.00	858.00	858.00	TDDCX	(1)

D. Auxiliary Line Service (Inward Service)

1. Under the conditions specified following, a subscriber, having two-way flat rate individual line business service in an exchange offering auxiliary line service, may contract for one or more auxiliary lines connected to the Central Office by individual circuits at the rate specified following for auxiliary lines.
2. The auxiliary line must terminate on the same premises as that in which the two-way service is located.

Note 1: Only provisioned where facilities permit in conjunction with the DID Trunk Termination, each Combination Trunk with Call Transfer, as located in A12.7.2A.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 Flat Rate Service (Cont'd)

A3.4.2 Monthly Rates (Cont'd)

D. Auxiliary Line Service (Inward Service) (Cont'd)

3. The auxiliary line is to be used for one way (inward to the subscriber) service only.
4. Auxiliary line service may or may not be arranged for rotary, hunting or similar service which allows completion of an incoming call from a line that is called but is in use, by means of an arrangement of central office equipment on a full time basis.
5. Auxiliary line service is furnished at a rate for each line equal to the rate applicable for business individual line flat rate service for that exchange. Where the lines are arranged for rotary, hunting or similar service, the rotary charge will apply as specified in A3.6.

a. Rates

(1) Rate Groups 1-6

		Group							
		1	2	3	4	5	6	USOC	
(a)	Per Auxiliary line	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	7FB	(1)
(b)	Multi-line Exchange Access Line ¹	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	7MB	(1)

(2) Rate Groups 7-12

		Group							
		7	8	9	10	11	12	USOC	
(a)	Per Auxiliary line	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	7FB	(1)
(b)	Multi-line Exchange Access Line ¹	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	7MB	(1)

E. Mobile Service Exchange Charge

1. See A17 for Rates.

F. Outgoing Only Service

1. See A3.29 for terms, conditions and rates.

A3.4.3 Complete Choice Service (Obsoleted, See A103)

Note 1: The Multi-line Exchange Access Line rate applies per line to subscribers with more than one exchange access line.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 Flat Rate Service (Cont'd)

A3.4.3 Complete Choice Service (Cont'd) (*Obsoleted, See Section A103*)

A3.4.4 Area Plus Service

A. General

1. Area Plus service provides residence subscribers a flat rate access line with unlimited calling to all access lines within the serving exchange, the additional exchanges in the associated Extended Area Service (EAS) and Extended Calling Service (ECS) categories as specified in A3.3.1, and all other exchanges in the subscriber's LATA. The LATA for each exchange is indicated in A3.3.1 and the exchanges in each LATA are listed in A3.3.2. The access line includes Touch-Tone capability.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 Flat Rate Service (Cont'd)

A3.4.4 Area Plus Service (Cont'd)

A. General (Cont'd)

2. Subscribers to any of the Area Plus services receive a thirty percent discount on rates specified in A18.3.1.H. This discount supersedes the volume discounts defined in A18.3.7, and is applied after the appropriate time period discounts specified in A18.3.1.H have been applied and after the calls have been aggregated to a monthly total. The discount is applied on a per line basis to each call type after the calls have been aggregated to a monthly total.
3. Residence customers may also subscribe to Area Plus service with the Complete Choice option. All services/features specified in A103.4.3 as available with Complete Choice service are available with this option of Area Plus service. Terms, conditions and limitations specified in A103.4.3 for Complete Choice service apply to this option of Area Plus service¹.
4. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Area Plus service with the Complete Choice option. Both plans offer hunting at no additional charge as specified in A103.4.3. All services/features specified in A103.4.3 as available with Complete Choice service are available with each line of a multi-line package. Terms, conditions and limitations specified in A103.4.3 for Complete Choice service apply to each line of a multi-line package with the Complete Choice option. All lines in each multi-line package must be billed to the same account and located at the same premises¹.
5. Service charges specified in Section A4 do not apply for a conversion of existing service to/from Area Plus service or Area Plus service with the Complete Choice option¹.
6. Residential Area Plus service and Area Plus service with Complete Choice option customers may not subscribe to Local Usage Detail.
7. Existing customers of Area Plus service with the Complete Choice option can not take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in A103.4.3 unless specifically allowed by the terms of the special promotion.

B. Rates and Charges

1. The following rates apply for Area Plus services.
 - a. Individual line service
 - (1) Residence

	Suspend Rate	Monthly Rate	USOC
(a) Per line (without the Complete Choice option)	\$16.00	\$69.00	VR5

(1)

- (b) Obsolete, See Section A103
- (c) Obsolete, See Section A103
- (d) Obsolete, See Section A103

A3.4.5 Optional Payment Plans for Multi-Line Flat Rate Service (Obsolete, See Section A103)

A3.4.6 PreferredPack Plan (Obsolete, See Section A103)

A3.4.7 2 Pack Plan (Obsolete, See Section A103)

Note 1: Complete Choice Obsolete February 19, 2009, Type 4 (See Section A103)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 Flat Rate Service (Cont'd)

A3.4.8 Complete Choice Enhanced Service

A. Description of Service

1. Complete Choice Enhanced service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.3.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features in the sections specified:
 - A13.9 Custom Calling Services excluding Customer Control¹ and Multipath¹ versions of the Call Forwarding features
 - A13.19 TouchStar services excluding Personalized Ring 6¹, and Calling Number Delivery Blocking-Permanent¹
 - A13.34 RingMaster service
 - A13.47 Message Waiting Indication

A subscriber may select an unlimited number of compatible services or features from the services/features listed above. All terms, conditions and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing customers of Complete Choice Enhanced service can not take advantage of special promotions for Complete Choice Enhanced service or any of the services/features specified in 3, unless specifically allowed by the terms of the special promotion.
6. Complete Choice Enhanced service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

1. Individual line service

Suspend Rate	Monthly Rate	USOC PAMA8
\$7.50	\$51.00	

(a) Per plan package

C. Complete Choice Enhanced Retention Offer

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period.

Existing residential customers who call to disconnect their local telephone service may be eligible to receive an \$8 monthly bill credit for 12 months on a maximum of 2 access lines. The following conditions apply:

1. Customer must have or newly subscribe to Complete Choice Enhanced to be eligible for this offer.
2. Complete Choice Enhanced is required on each line receiving the discount.
3. The access line(s) must be in service for a minimum of 60 days before the customer is eligible for this offer.
4. AT&T employees are not eligible for this offer.
5. This offer is available on a maximum of two (2) lines (a maximum monthly reward of \$16).
6. This offer may not be combined with other residence line retention offers, including but not limited to the \$6 x 12 Mo. Residence Access Line Retention Offer.
7. Eligible customers are existing AT&T residential customers who have a primary access line, or a primary access line with an additional access line(s), and are calling to disconnect one or more access lines.
8. This offer is only available for retention purposes.
9. Customers must retain the required services for 30 days to receive the benefit of this offer.
10. The monthly bill credit will cease if the customer disconnects the line or the package, or moves from their current location.
11. Eligible customers may only receive this offer once during the offer benefit period.
12. AT&T may discontinue this offer upon 14 day notice or less.

Note 1: These features are available separately as specified in A13.9 or A13.19.

(1)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 Flat Rate Service (Cont'd)

A3.4.9 Complete Choice Basic Service (*Obsoleted, see Section A103*)

(O)

(DELETED)

(D)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.6 Rotary Service

A3.6.1 General

- A. Rotary or hunting service is an arrangement via central office equipment which allows completion of an incoming call to any of the lines (i.e. individual lines, PBX Trunks or NARS) in a group from a line (in the group) that is called but is in use. A rotary charge as specified below applies to each of the lines in the group that are equipped for rotary service. Rotary service is not required with the "call forwarding" feature of Custom Calling Service unless the line is part of a rotary service line arrangement. Specifically, the rotary charges in A3.6.2 will apply to individual lines (residence and business); auxiliary lines; Incoming or Combination PBX Trunks and Incoming or Combination NARS in a hunting arrangement.
- B. Residence service lines at private residence locations shall be limited to five (5) lines in rotary or hunting. If more than five lines are required in rotary or hunting at a private residence, business service rates shall apply for all lines in rotary. Effective August 20, 1996, existing residence service subscribers with more than five lines in rotary or hunting will retain their service as specified in Section A103. (T)

A3.6.2 Rates¹

- A. Rotary Service Associated With Flat Rate Lines, PBX Trunks and NARS

- (1) Residence, Rate Groups 1-6

	Group						
	1	2	3	4	5	6	USOC
(a) Per line or PBX Trunk made rotary	\$5.75	\$5.75	\$5.75	\$5.75	\$5.75	\$5.75	HTG

- (2) Residence, Rate Groups 7-12

	Group						
	7	8	9	10	11	12	USOC
(a) Per line or PBX Trunk made rotary	\$5.75	\$5.75	\$5.75	\$5.75	\$5.75	\$5.75	HTG

- (3) Business, Rate Groups 1-6

	Group						
	1	2	3	4	5	6	USOC
(a) Per line, PBX Trunk or NAR made rotary	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	HTG

- (4) Business, Rate Groups 7-12

	Group						
	7	8	9	10	11	12	USOC
(a) Per line, PBX Trunk or NAR made rotary	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	HTG

Note 1: Rates for Rotary Service associated with BellSouth Business Plus service lines are as specified in A3.43.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.6 Rotary Service (Cont'd)

A3.6.2 Rates (Cont'd)

B. Rotary Service Associated With Message Rate Lines

- (1) **(DELETED)**
- (2) **(DELETED)**
- (3) Business, Rate Groups 1-6

				Group				
		1	2	3	4	5	6	USOC
(a)	Per line, PBX Trunk or NAR made rotary	\$7.40	\$7.73	\$8.08	\$8.41	\$8.71	\$9.05	HTGMS
(4)	Business, Rate Groups 7-12							

				Group				
		7	8	9	10	11	12	USOC
(a)	Per line, PBX Trunk or NAR made rotary	\$9.33	\$9.60	\$9.86	\$10.00	\$10.00	\$10.00	HTGMS

A3.7 Extended Area Service

A3.7.1 Reserved for Future Use

A3.7.2 Enhanced Optional Extended Area Service (Obsoleted, see Section A103)

A3.7.3 Extended Calling Service (ECS)

A. General

1. Extended Calling Service (ECS) provides usage based pricing for customer dialed or operator assisted calls to selected exchanges within the customer's LATA.
2. ECS is provided by the Company between exchanges specified in A3.3.1 preceding. Provision of ECS is subject to the availability of facilities and billing capabilities.
3. ECS applies to all business and residence individual lines; PBX Trunk lines; ESSX service/other NARS; Foreign Exchange Service, Remote Call Forwarding lines and Payphone Service Provider lines within the exchanges where it is available.
4. Access lines for Payphone Service Providers will be provided and billed as specified in A7.4.5.A.1.c. or A7.4.5.A.2.b.
5. Enhanced Optional Extended Area Service (EOEAS) customers with the Residence Premium option will not be billed Extended Calling Service usage charges. Optional Extended Local Calling customers in the Daytona Beach and New Smyrna Beach exchanges will not be billed Extended Calling Service usage charges.

B. Usage Charges

1. Station-to-Station rates for calls to the Extended Calling Service exchanges.

				Initial Minute or Fraction Thereof	Additional Minute, Each or Fraction Thereof	Price \$.-	USOC NA
(a)	Residential - per message charge			\$.-			
(b)	Business - per minute charge			\$.-			USOC NA

2. For Operator assisted local calls, in addition to the Station-to-Station usage rates, the appropriate Operator Surcharges in A3.10 are also applicable.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions

The rates, *terms and conditions* for the classes of service following are specified in this *Guidebook* with the exceptions indicated. (T)

A3.8.1 (DELETED)

A3.8.2 Cantonment

A. Clear Springs and Gateswood, Alabama

1. Exchange service for Clear Springs and Gateswood, Alabama is provided from the Cantonment Exchange. *Terms, conditions* and rates are as specified for the Cantonment Exchange. (T)

A3.8.3 Cocoa – Obsoleted (See Section A103)

A3.8.4 Cocoa Beach – Obsoleted (See Section A103)

A3.8.5 (DELETED)

A3.8.6 (DELETED)

A3.8.7 Delray Beach – Obsoleted (See Section A103)

A3.8.8 Eau Gallie

- A. Private line services and channels between the Eau Gallie exchange and the Melbourne exchange will be provided under the *terms, conditions* and at the rates specified in the Florida Private Line *Guidebook* for intraexchange arrangements. (T)
- B. Optional Measured Service – Obsoleted (See Section A103)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions (Cont'd)

A3.8.9 Fort Lauderdale

A. Theoretical Central Office

For Fort Lauderdale subscribers having telephone numbers starting with "434", determination of charges, where such determination is based upon the location of the central office, will be from either the actual switching central office or from the theoretical central office location at 9090 S.W. 50th Place, Cooper City, Florida, whichever results in the lower charge.

A3.8.10 (DELETED)

A3.8.11 (DELETED)

A3.8.12 Hollywood – Obsoleted (See Section A103)

A3.8.13 Reserved For Future Use

A3.8.14 Jupiter – Obsoleted (See Section A103)

A3.8.15 (DELETED)

A3.8.16 Melbourne

- A. Private line services and channels between the Melbourne exchange and the Eau Gallie exchange will be provided under the *terms, conditions* and at the rates specified in the Florida Private Line *Guidebook* for intraexchange arrangements. (T)
- B. Optional Measured Service – Obsoleted (See Section A103)

A3.8.17 Miami

A. Aircom Service for Miami International Airport

AIRCOM Service is offered to any business subscriber who is located on and engaged in the operation of the Miami International Airport as a transportation facility or in providing services to passengers. In addition, AIRCOM Service may be provided at locations not on the Miami International Airport property, to the same type of business subscriber, provided the subscriber: (1) Also has AIRCOM service on the Airport, or (2) Is located within 1/4 mile of the Airport.

1. General

- a. The service features provided in the AIRCOM system are as follows:

- (1) Intercommunication between all station lines associated with the system (group use).
- (2) Dialing of outgoing calls within the Miami local calling area and to other exchanges reached through direct distance dialing of message toll service.
- (3) Identification of outgoing toll messages and billing of such messages by station line number.
- (4) Inward dialing of local and long distance calls directly to a station line or attendant.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions (Cont'd)

A3.8.17 Miami (Cont'd)

A. Aircom Service for Miami International Airport (Cont'd)

1. General (Cont'd)

- a. The service features provided in the AIRCOM system are as follows: (Cont'd)
 - (5) Transfer of incoming local exchange or toll calls from one station line to another by the station line user without the assistance of an attendant.
 - (6) Intercept of calls dialed to vacant numbers by either machine or attendant.
 - (7) Trunk answering from any station line for systems equipped with attendant positions.
 - (8) Completion of incoming calls to the listed number by an attendant where attendant positions are provided.
 - (9) Hold of an incoming central office call on a line while originating another call over the station line to a station line within the AIRCOM.
 - (10) Addition, by the station line user, of another AIRCOM station line to an existing incoming central office call.
 - (11) One free listing in the alphabetical and classified section of the *Company's Listing Information System for Miami* per each AIRCOM customer. Additional listings per AIRCOM customer may be furnished without extra charge as outlined in the General Exchange Guidebook for Centrex systems. (T)
- b. Dial access to tie lines, foreign exchange lines, WATS lines, private lines and CCSA access lines may be provided only where facilities permit. Station transfer features are not provided for calls received over these lines.
- c. Attendant positions are allowed only where facilities permit.
- d. Special AIRCOM gate station lines are offered only on the airport property for use at concourse gates.
- e. Restriction features may be provided on an optional basis to any Main AIRCOM Station line and its extensions with any of the following restrictions or combination thereof applicable uniformly to the main and its extension station lines.
 - (1) Type A1 -Station lines restricted from outdial access to the local exchange and toll network.
 - (2) Type A3 -Station lines restricted from outdial access to tie lines, private lines, CCSA lines, foreign exchange and WATS service.
 - (3) Type X0 -Station lines restricted from directly receiving incoming calls from the exchange and toll network.
- f. Touch-Tone service may be provided on an optional basis as specified in Section A13 for Business Individual Line Service.
- g. The necessary commercial power supply and building space for all the AIRCOM switching equipment except attendant facilities, (with their related common equipment and cable facilities) will be provided by the Company.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions (Cont'd)

A3.8.17 Miami (Cont'd)

A. Aircom Service for Miami International Airport (Cont'd)

1. General (Cont'd)
 - h. Except where specified otherwise in this *Guidebook*, all rates, *terms and conditions* for Centrex service or optionally for Digital ESSX service and features apply to AIRCOM service. (T)
 - i. Time and Material Charges apply to all customer requested installations, moves, changes, rearrangements, and maintenance of premises wiring performed by the Company on the customer's premises, except as excluded or otherwise provided for in Section A4. (T)
2. Initial Service
 - a. The initial service period for AIRCOM Main Station Lines is one month, except that for systems served with attendant positions, the initial service period for Centrex-CO systems in Section A112 or optionally for Digital ESSX service in Section A12 applies. (T)
 - b. The initial service period for attendant positions is as specified for Centrex-CO service in Section A112. or optionally for Digital ESSX service in Section A112. (T)
3. Minimum Monthly Charges
 - a. Minimum monthly charges as specified for Centrex-CO service in Section A112. or optionally for Digital ESSX service in Section A112. will apply for all AIRCOM systems with 100 or more main station lines in service. (T)
 - b. The minimum monthly charge on AIRCOM systems with less than 100 main station lines served by an attendant position during the three year initial service period will be the largest number of main station lines in service during that period.
4. Termination Charges
 - a. Termination liability as specified for Centrex-CO service in Section A112. will apply for all systems above 100 main station lines. For systems below 100 main station lines, served by attendant positions, termination charges apply in an amount based upon 40% of the largest number of stations in service at any time during the three year initial service period. AIRCOM systems with less than 100 main stations not served by an attendant position shall have no termination liability. Alternately, for all Digital ESSX service, termination liability as specified for Digital ESSX® service in Section A112. will apply. (T)
5. Rates

AIRCOM service is optionally available at rates and charges specified in A112. for Digital ESSX service. (T)

 - a. Main AIRCOM Station Lines - Schedule I -Systems of one subscriber having less than 100 main AIRCOM station lines.
 - (1) Per Main Station Line

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions (Cont'd)

A3.8.17 Miami (Cont'd)

A. Aircom Service for Miami International Airport (Cont'd)

5. Rates (Cont'd)

a. Main AIRCOM Station Lines - Schedule I -Systems of one subscriber having less than 100 main AIRCOM station lines. (Cont'd)

(1) Per Main Station Line (Cont'd)

(a) Per Line

Monthly	USOC
Rate	NA
\$35.58	

b. Main AIRCOM Station Lines - Schedule II- Systems with more than 100 station lines, per each individual subscriber, per each location. (Minimum charge is for 100 main station lines at one location.)

(1) 1st 100 Main Station Lines

(a) Each'

-	NA	(T)
---	-----------	-----

(2) Each additional main station line above 100

(a) Exchange Access Charge, per main station line

9.78	NA
-------------	-----------

(b) Intercommunication Charge, per main station line

18.05	NA
--------------	-----------

c. Mileage Charges

No mileage charges shall apply to AIRCOM station lines except as follows:

Main station lines in the Miami exchange but served through a central office other than that housing the AIRCOM switching equipment. Charges apply as outlined in Section A9.2. for foreign central office mileage. (T)

Main station lines located in another Florida exchange. Charges apply as outlined in the Private Line *Guidebook* for Full Period Service. (T)

d. Station Lines "Off Airport"

The monthly rate for each main AIRCOM station line at an "off airport" location is that shown in A.5.a. and b. preceding and e. following plus the appropriate additional charges for off-premises station channels as specified in Section A13. and Section B3. of the Private Line *Guidebook*. (T)

e. Extension station lines

(1) Per extension station line

(a) Each

5.40	RX7
-------------	------------

f. Special AIRCOM Gate station lines

Note 1: Rates and Charges as specified in 5.a. preceding for Schedule I service applies. (T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions (Cont'd)

A3.8.17 Miami (Cont'd)

A. Aircom Service for Miami International Airport (Cont'd)

5. Rates (Cont'd)

f. Special AIRCOM Gate station lines (Cont'd)

(1) Per main station line

(a) Each¹
g. Restriction Feature(s)

(1) Per main station

(a) Each²

h. Service Connection Charges apply as specified for Business Individual Line service.

i. Miscellaneous

Main AIRCOM stations may be terminated in a PBX, order turret or an automatic call distributor. Rates and charges for a main Centrex-CO PBX trunk (USOCs: PWC, PTC and PCK) as specified in Section A112. for Centrex-CO service applies.

Tie Line and Private Line Terminations are furnished at rates as specified for Centrex-CO service. CCSA access lines, where offered, are provided at rates as specified for Centrex-CO service.

j. Except as specified otherwise in this Guidebook, all Centrex-CO features which are compatible with AIRCOM service may be provided at the rate as specified for Centrex-CO service in Section A112.

k. *Where directories are available, a* special AIRCOM directory will be provided based on estimated costs for each issue. The total estimated costs will be prorated to each customer on the basis of the ratio of directory copies ordered by that customer to the total copies printed for all customers combined.

B. Measured Service - Metro Central Office - Obsolete - (See Section A103)

A3.8.18 (DELETED)

A3.8.19 Reserved For Future Use

A3.8.20 Reserved For Future Use

A3.8.21 Reserved For Future Use

A3.8.22 Reserved For Future Use

A3.8.23 Titusville – Obsolete (See Section A103)

A3.8.24 (DELETED)

A3.8.25 Jensen Beach

A. Theoretical Central Offices

Determination of charges where such determination is based on the location of the central office, will be from either the actual switching central office or from the following theoretical central office locations.

For customers with 225 or 334 numbers, Skyline Drive and Commercial Street.

For customers with 692 numbers, Britt Road and Highway U.S. No. 1.

Note 1: Rates and Charges as specified for Schedule II Systems Intercommunication Charge in A3.9.18.A.5.b.(2) preceding plus rates and charges for Station Restriction in A3.9.18.A.5.g.(a) following apply.

Note 2: Restriction Feature monthly rate is in addition to the main AIRCOM station line rate.

Monthly Rate	USOC
\$-	ZZ7DJ
.70	ERSFC

(T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions (Cont'd)

A3.8.26 Daytona Beach

A. Optional Extended Local Calling Between Daytona Beach and New Smyrna Beach

1. General

- a. Optional Extended Local Calling (OELC) provides for optional 2-way flat rate service for customer dialed station-to-station calls between telephones served from the Daytona Beach exchange and those served from the New Smyrna Beach exchange. OELC customers will not be billed Local Calling Plus or Extended Calling Service rates. See A3.8.50 or A3.7.3 for rates, terms and conditions.
- b. A customer who subscribes to OELC may dial 7-digit calls to New Smyrna Beach on a flat rate basis and 7-digit calls to his number from New Smyrna Beach will be at no charge to the calling party.
- c. Calls that require the assistance of an operator for completion are not eligible under the OELC plan. Such calls will be charged for at the appropriate long distance rate except that an operator will reestablish an eligible call that is interrupted due to facilities or poor transmission.
- d. OELC is available on all individual line business and business trunks exchange service except those specifically excluded in 1.e. following. All lines with originating service capability in the account terminating in the same system or the same premises must subscribe to the option.
- e. OELC is not available with either Message Rate Service or Access Line Service for PSPs. Resale of this service is prohibited as set forth in A2.2.1.
- f. OELC is not subject to suspension.
- g. The minimum service period is one month.
- h. OELC will be made effective or disconnected on the service date requested with fractional billing applied if applicable.
- i. OELC is furnished subject to all applicable terms and conditions in Section A2. except as stated in 1.a. through 1.h. preceding.

2. Listings

- a. Subscribers to OELC are entitled to one listing in the Company's Listing Information System for New Smyrna Beach at no charge.
- b. The listing will contain sufficient wording to advise New Smyrna Beach callers that the Daytona Beach OELC subscriber can be called toll free.
- c. Subscribers to OELC who are listed in the New Smyrna Beach exchange will have their telephone number changed with no *interception* of calls if the OELC service is discontinued for other than a complete disconnect of exchange service. Once disconnected, the number will not be reassigned to the same subscriber unless OELC is reinstated.

Calls to the disconnected or discontinued number will be intercepted with the standard central office recorded announcement.

3. Rates

- a. Monthly rates listed following are subject to change if either exchange is reclassified based on a change in the number of access lines.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions (Cont'd)

A3.8.26 Daytona Beach (Cont'd)

- A. Optional Extended Local Calling Between Daytona Beach and New Smyrna Beach (Cont'd)
 - 3. Rates (Cont'd)
 - b. Nonrecurring service charges are applicable to this service offering as described in Section A4.
 - c. The following rates apply for Daytona Beach subscribers of OELC to New Smyrna Beach. These rates are in addition to the applicable local exchange service flat rates with which OELC is associated.
 - (1) Two-Way Service

	Monthly Rate	USOC
(a) Business individual line, each	\$17.96	OS1FB
(b) Business PBX Trunk, each	39.51	OS1FD
(c) Network Access Registers (NAR)	18.18	OS1FF

A3.8.27 New Smyrna Beach

- A. Optional Extended Local Calling Between New Smyrna Beach and Daytona Beach
 - 1. General
 - a. Optional Extended Local Calling (OELC) provides for optional 2-way flat rate service for customer dialed station-to-station calls between telephones served from the New Smyrna Beach exchange and those served from the Daytona Beach exchange. OELC customers will not be billed Local Calling Plus or Extended Local Calling rates. See A3.8.50 or A3.7.3 for rates, *terms and conditions*. (T)
 - b. A customer who subscribes to OELC may dial 7-digit calls to Daytona Beach on a flat rate basis and 7-digit calls to his number from Daytona Beach will be at no charge to the calling party.
 - c. Calls that require the assistance of an operator for completion are not eligible under the OELC plan. Such calls will be charged for at the appropriate long distance rate except that an operator will reestablish an eligible call that is interrupted due to facilities or poor transmission.
 - d. OELC is available on all individual line business and business trunks exchange service except those specifically excluded in 1.e. following. All lines with originating service capability in the account terminating in the same system or the same premises must subscribe to the option.
 - e. OELC is not available with either Message Rate Service, or to Access Line Service for PSPs. Resale of this service is prohibited as set forth in A2.2.1.
 - f. OELC is not subject to suspension.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions (Cont'd)

A3.8.27 New Smyrna Beach (Cont'd)

- A. Optional Extended Local Calling Between New Smyrna Beach and Daytona Beach (Cont'd)
 - 1. General (Cont'd)
 - g. The minimum service period is one month.
 - h. OELC will be made effective or disconnected on the service date requested with fractional billing applied if applicable.
 - i. OELC is furnished subject to all applicable terms and conditions in Section A2. except as stated in 1.a. through 1.h. preceding.
 - 2. Listings
 - a. Subscribers to OELC are entitled to one listing in the Company's Listing Information System *for* Daytona Beach at no charge.
 - b. The listing will contain sufficient wording to advise Daytona Beach callers that the New Smyrna Beach OELC subscriber can be called toll free.
 - c. Subscribers to OELC who are listed in the Daytona Beach exchange will have their telephone number changed with no *interception* of calls if the OELC service is discontinued for other than a complete disconnect of exchange service. Once disconnected, the number will not be reassigned to the same subscriber unless OELC is reinstated.

Calls to the disconnected or discontinued number will be intercepted with the standard central office recorded announcement.
 - 3. Rates
 - a. Monthly rates listed following are subject to change if either exchange is reclassified based on a change in the number of access lines.
 - b. Nonrecurring service charges are applicable to this service offering as described in Section A4.
 - c. The following rates apply for New Smyrna Beach subscribers of OELC to Daytona Beach. These rates are in addition to the applicable local exchange service flat rates with which OELC is associated.

(1) Two-Way Service

	Monthly Rate	USOC
(a) (DELETED)		
(b) Business individual line, each	\$19.91	OS1FH
(c) (DELETED)		
(d) Business PBX Trunk, each	43.80	OS1FK
(e) Network Access Register (NAR)	20.15	OS1FL

A3.8.28 Reserved for Future Use

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions (Cont'd)

A3.8.29 (DELETED)

(D)

A3.8.30 (DELETED)

(D)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions (Cont'd)

A3.8.30 (DELETED) (Cont'd)

(D)

A3.8.31 (DELETED)

(D)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions (Cont'd)

A3.8.32 Lake Ashby

Rates and charges for subscribers in the Lake Ashby (Volusia County) service area of the New Smyrna Beach exchange will be as described for Rate Group 8 customers in Section A3. Such rates will remain in effect until such time as the New Smyrna Beach exchange regroups to Rate Group 8.

A3.8.33 St. Johns

- A. Effective June 4, 2006, customers transferred to the St. Johns exchange as a result of PSC Order No. PSC-05-1123-PAA-TL will be allowed to select the rates and calling scope of the exchanges that they are being transferred from (Green Cove Springs, Jacksonville, and Ponte Vedra Beach) or the rates and calling scope of the St. Johns exchange (Rate Group 11). The effective date for Green Cove Springs, Jacksonville, and Ponte Vedra Beach area transfers is June 16, 2007, January 27, 2007, and May 19, 2007, respectively. The customers that select to be grandfathered will be provided service via a separate NXX in order to retain their old calling scope and rating. Customers will retain grandfathering for two years from the conversion date of the customers to the new NXX. After the two years, the grandfathered customers will receive a reference of calls for an additional year. If the grandfathered customers want to have additional service at the grandfathered service address, the new service will be provided with St. Johns telephone numbers, rating and calling scope. If the customer wants to change calling scopes before the end of the initial two year grandfathering period, the customer will be required to take an additional telephone number change.

A3.8.34 Reserved for Future Use

A3.8.35 Reserved for Future Use

A3.8.36 Reserved for Future Use

A3.8.37 Reserved for Future Use

A3.8.38 Reserved for Future Use

A3.8.39 Reserved for Future Use

A3.8.40 Reserved for Future Use

A3.8.41 Reserved for Future Use

A3.8.42 Reserved for Future Use

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 Local Exceptions (Cont'd)

A3.8.43 Reserved for Future Use

A3.8.44 Reserved for Future Use

A3.8.45 Reserved for Future Use

A3.8.46 Reserved for Future Use

A3.8.47 Reserved for Future Use

A3.8.48 Reserved for Future Use

A3.8.49 Reserved for Future Use

A3.8.50 *Reserved for Future Use*

(T)

A3.8.51 Reserved for Future Use

A3.8.52 Reserved for Future Use

A3.8.53 Reserved for Future Use

A3.8.54 Reserved for Future Use

A3.8.55 Reserved for Future Use

A3.8.56 Reserved for Future Use

A3.8.57 *Reserved for Future Use*

(T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.9 Directory Assistance Service

A3.9.1 General

A. The Company furnishes a Directory Assistance Service for the purpose of aiding subscribers in obtaining telephone numbers.

A3.9.2 Rates and Charges

A. Directory Assistance - request of a telephone number - (maximum of three requests per call.)

	Rate	USOC	
1. Within the Company's local calling area for the originating line			
(a) Per Call	\$2.49	NA	(I)
2. Outside the Company's local and LATA/NPA serving areas for the originating line ¹			
(b) Per Call	2.49	NA	(I)
B. Directory Assistance for Public Service Providers			
1. All calls to Directory Assistance			
(a) Per Call	.35	NA	
C. Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory due to a disability which can be confirmed by a physician or certifying agent. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of directory service requests, such as requests for numbers outside of the Company's local calling and LATA/NPA serving areas for the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Local Directory Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Directory Assistance exemption is a voluntary program of the Company that may be terminated at any time.			

Note 1: No allowances, exemptions, or exceptions apply. This service is available where technically feasible.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.10 Operator Assisted Local Calls

A3.10.1 Operator Assistance Charges

- A. All types of local exchange service have local calling areas as specified in A3.3 which are the areas that can be called on a flat rate basis (no charge for individual calls), on a local coin call rate basis, on a Message rate basis (calls charged for as Message units), or on a measured service basis (charges based on a combination of one or more rating elements where Measured Service local exceptions are in effect).
- B. Local dial call: The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.
- C. The following service charges for operator assisted local calls apply in addition to the local dial rate applicable.
 - 1. Billing Surcharges for calls originating from other than payphone provider lines

	Nonrecurring Charge	USOC	
(a) Station-to-station operator assisted sent-paid, each ¹	\$1.00	NA	(C)
(b) (DELETED)			(T)(D)
2. Billing Surcharges for calls originating from payphone provider lines			
(a) Station-to-station operator assisted sent-paid, collect, and third number, each ^{1, 3}	1.75	NA	(T)(C)
(b) Person-to-person operator assisted calls , each ³	3.25	NA	(T)(C)
3. Operator Dialed Surcharge ²			
(a) Station-to-station operator assisted where the operator dials the terminating number, each	1.00	NA	(C)
4. (DELETED)			(D)

- Note 1:** Applies when the operator dials number for Directory Assistance at the customer's request.
- Note 2:** An Operator Dialed Surcharge is in addition to any applicable Billing Surcharge for calls originating from other than payphone provider lines.
- Note 3:** Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging services are discontinued. (N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.10 Operator Assisted Local Calls (Cont'd)

A3.10.1 Operator Assistance Charges (Cont'd)

- D.** In addition to applicable service charge(s), each local non-sent paid call originating from a payphone provider line and utilizing the Company's operator handling services will be rated at \$.50.
- E.** The following Operator Assisted Local Calls are exempted from the service charge:
 - 1. Calls to designated Company numbers for official telephone business.
 - 2. Emergency calls to recognizable authorized civil agencies.
 - 3. Those cases where a Company operator provides assistance to:
 - a. Reestablish a call which has been interrupted after the called number has been reached.
 - b. Reach the called telephone number where facility problems prevent customer dial completion.
 - c. Operator Assistance (OA) may be provided at no charge to persons who are unable to use a telephone due to a disability which can be confirmed by a physician or certifying agent. Operator Assistance service charges will not be charged to the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Operator Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Operator Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Operator Assistance exemption is a voluntary program of the Company that may be terminated at any time.

A3.10.2 Operator Assisted Premium Plan

- A.** A premium is defined as a commission applicable to surcharge revenue associated with local operator assisted call requests sent to the Company by the customer. Such premiums may be payable to subscribing customers based on the Company's surcharge revenue generated by said calls. These calls must:
 - 1. originate from a telephone line associated with the customer's account,
 - 2. originate and terminate in the same Basic Local Calling Area,
 - 3. be carried and completed by the Company via Company facilities and
 - 4. be billed by the Company.

In the event the company billing records used to determine the premiums are destroyed or lost, the Company shall not be liable for payments of premiums on such lost data.

A3.11 (DELETED)

(D)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.11 (DELETED) (Cont'd)

(D)

A3.12 Dedicated Access Services Capable of Using the Local Exchange Network

A3.12.1 General

- A. As specified in E7.4.2 of the Florida Access Service Tariff and B2.1.4.B of the Florida Private Guidebook, when a Dedicated Access Line, intraLATA interexchange private line or Private Bypass Facility is connected to a device capable of and for the intention of, completing calls into the local exchange network, there will be an additional Measured or Message charge associated with the flat rate Exchange Service Rate for that device (e.g. the PBX trunk in the case of a PBX). Those customers who intend to use their dedicated access, intraLATA interexchange private line or private bypass services for the completion of calls into the local exchange network and have local exchange service other than flat rate will be required to convert to flat rate.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.12 Dedicated Access Services Capable of Using the Local Exchange Network (Cont'd)

A3.12.1 General (Cont'd)

- B. The Measured charge will apply where facilities and equipment are available in the exchange central office. In all other exchange central offices, the Message charge will apply. As facilities and equipment become available in central offices, Measured charges will apply.

A3.12.2 Application of Additional Measured or Message Charges

- A. These usage charges are in addition to all other applicable local service rates and charges.

- 1. Measured Charge

- (a) Per minute of local usage

Price	USOC
\$.03	NA

- 2. Message charge

- (a) Per local message

.12	NA
-----	----

- B. Refer to E7.4.2 of the Florida Access Service Tariff and B2.1.4.B of the Florida Private Line *Guidebook* for specific *terms and conditions*. (T)

A3.13 Network Access Register Package

A3.13.1 General

The Network Access Register (NAR) Package provides for exchange and long distance message network calling to and from main stations and attendant positions of an ESSX service, Digital ESSX service, MultiServ PLUS service, BellSouth Centrex service or a system requiring trunk or line applications in conjunction with MegaLink channel service, LightGate service, FlexServ service and/or MegaLink ISDN¹ service. The NAR Package provides for Flat or Message Rate network access. It is used for ESSX service and Digital ESSX service in conjunction with a Network Access Limiter as provided in Section A112., with the Feature Activation element of MegaLink channel service and/or LightGate service as provided in B7.3 and B7.4 of the Private Line *Guidebook*, with FlexServ service as provided in A29.4 or with MegaLink ISDN¹ service as provided in B107.5 of the Private Line *Guidebook*. (T)

A3.13.2 Terms, Conditions and Application of Rates (T)

- A. The flat rate NAR package includes an unlimited number of dialed sent paid local calls and is offered under the same *terms and conditions* specified in this *Guidebook* for flat rate PBX trunks. (T)
- B. For the message rate NAR package, all limitations as specified in this *Guidebook* for Message Rate Service apply. A usage allowance for local message, and usage charges for calls above the allowance apply as specified in this *Guidebook* for PBX Trunk message rate service. This service is only offered where Message Rate PBX Trunk Service is available. (T)

Note 1: MegaLink ISDN service obsoleted 9-28-96. (See Section B107.)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Network Access Register Package (Cont'd)

A3.13.2 Terms, Conditions and Application of Rates (Cont'd)

- C. Rotary or hunting charges as described in A3.6 apply to each Flat Rate incoming or combination Both-Way NAR arranged with this capability.
- D. The conditions and rates specified in other sections of this Guidebook for services which may be associated with these services are in addition to those specified herein.

A3.13.3 Rates

A. Flat Rate Network Access Register (NAR) Package

1. Rate Groups 1 - 6

a. ESSX service

(1) Per NAR¹

	Group							
	1	2	3	4	5	6	USOC	
(a) Combination	\$833.00	\$833.00	\$833.00	\$833.00	\$833.00	\$833.00	EQA	(1)
(b) One-way incoming	833.00	833.00	833.00	833.00	833.00	833.00	EQB	(1)
(c) One-way outgoing	833.00	833.00	833.00	833.00	833.00	833.00	EQC	(1)

b. MegaLink channel service

(1) Per NAR²

(a) Combination	11.74	12.34	12.98	13.58	14.14	14.77	NQM
(b) One-way incoming	11.74	12.34	12.98	13.58	14.14	14.77	NQP
(c) One-way outgoing	11.74	12.34	12.98	13.58	14.14	14.77	NQT
(d) DID Combination ³	23.48	24.68	25.96	27.16	28.28	29.54	ND3

c. LightGate service

(1) Per NAR⁴

(a) Combination	11.74	12.34	12.98	13.58	14.14	14.77	NQG
(b) One-way incoming	11.74	12.34	12.98	13.58	14.14	14.77	NQJ
(c) One-way outgoing	11.74	12.34	12.98	13.58	14.14	14.77	NQK
(d) DID Combination ³	23.48	24.68	25.96	27.16	28.28	29.54	ND3

Note 1: Also applicable for exchange access, MegaLink channel service, LightGate service and/or FlexServ service applications on ESSX service and Digital ESSX service.

Note 2: Applicable for MegaLink channel service applications other than on ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service.

Note 3: Available where facilities permit. Appropriate charges for DID service and Rotary Line service apply.

Note 4: Applicable for LightGate service applications other than on ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Network Access Register Package (Cont'd)

A3.13.3 Rates (Cont'd)

A. Flat Rate Network Access Register (NAR) Package (Cont'd)

1. Rate Groups 1 - 6 (Cont'd)

d. FlexServ service

(1) Per NAR¹

	Group						USOC
	1	2	3	4	5	6	
(a) Combination	\$11.74	\$12.34	\$12.98	\$13.58	\$14.14	\$14.77	NQM
(b) One-way incoming	11.74	12.34	12.98	13.58	14.14	14.77	NQP
(c) One-way outgoing	11.74	12.34	12.98	13.58	14.14	14.77	NQT
(d) DID Combination ²	23.48	24.68	25.96	27.16	28.28	29.54	ND3

e. MegaLink ISDN³ service

(1) Per NAR

(a) Combination	11.74	12.34	12.98	13.58	14.14	14.77	NQM
(b) One-way incoming	11.74	12.34	12.98	13.58	14.14	14.77	NQP
(c) One-way outgoing	11.74	12.34	12.98	13.58	14.14	14.77	NQT

2. Rate Groups 7 - 12

a. ESSX service

(1) Per NAR⁴

	Group						USOC	
	7	8	9	10	11	12		
(a) Combination	\$833.00	\$833.00	\$833.00	\$833.00	\$833.00	\$833.00	EQA	(1)
(b) One-way incoming	833.00	833.00	833.00	833.00	833.00	833.00	EQB	(1)
(c) One-way outgoing	833.00	833.00	833.00	833.00	833.00	833.00	EQC	(1)

b. MegaLink channel service

(1) Per NAR⁵

(a) Combination	15.28	15.78	16.25	16.60	16.96	17.26	NQM
(b) One-way incoming	15.28	15.78	16.25	16.60	16.96	17.26	NQP
(c) One-way outgoing	15.28	15.78	16.25	16.60	16.96	17.26	NQT
(d) DID Combination ²	30.56	31.56	32.50	33.20	33.92	34.52	ND3

Note 1: Applicable for FlexServ service applications other than on ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service.

Note 2: Available where facilities permit. Appropriate charges for DID service and Rotary Line service apply.

Note 3: MegaLink ISDN service obsoleted 9-28-96. (See Section B107.).

Note 4: Also applicable for exchange access, MegaLink channel service, LightGate service and/or FlexServ service applications on ESSX service and Digital ESSX service.

Note 5: Applicable for MegaLink channel service applications other than on ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Network Access Register Package (Cont'd)

A3.13.3 Rates (Cont'd)

A. Flat Rate Network Access Register (NAR) Package (Cont'd)

2. Rate Groups 7 - 12 (Cont'd)

c. LightGate service

(1) Per NAR¹

	Group						USOC
	7	8	9	10	11	12	
(a) Combination	\$15.28	\$15.78	\$16.25	\$16.60	\$16.96	\$17.26	NQG
(b) One-way incoming	15.28	15.78	16.25	16.60	16.96	17.26	NQJ
(c) One-way outgoing	15.28	15.78	16.25	16.60	16.96	17.26	NQK
(d) DID Combination ²	30.56	31.56	32.50	33.20	33.92	34.52	ND3

d. FlexServ service

(1) Per NAR³

(a) Combination	15.28	15.78	16.25	16.60	16.96	17.26	NQM
(b) One-way incoming	15.28	15.78	16.25	16.60	16.96	17.26	NQP
(c) One-way outgoing	15.28	15.78	16.25	16.60	16.96	17.26	NQT
(d) DID Combination ²	30.56	31.56	32.50	33.20	33.92	34.52	ND3

e. MegaLink ISDN⁴ service

(1) Per NAR

(a) Combination	15.28	15.78	16.25	16.60	16.96	17.26	NQM
(b) One-way incoming	15.28	15.78	16.25	16.60	16.96	17.26	NQP
(c) One-way outgoing	15.28	15.78	16.25	16.60	16.96	17.26	NQT

3. MultiServ PLUS service *or BellSouth Centrex service* NAR Package

a. Rates shown are applicable to MultiServ PLUS service *or BellSouth Centrex service* applications.

(1) Per NAR⁵

	Group						USOC
	1	2	3	4	5	6	
(a) Both-way, Flat Rate	\$11.74	\$12.34	\$12.98	\$13.58	\$14.14	\$14.77	M9QCX
(b) One-way Inward, Flat Rate	11.74	12.34	12.98	13.58	14.14	14.77	M9Q1X
(c) One-way Outward, Flat Rate	11.74	12.34	12.98	13.58	14.14	14.77	M9QOX

Note 1: Applicable for LightGate service applications other than on ESSX service, Digital ESSX service, MultiServ PLUS service, *or BellSouth Centrex service*.

Note 2: Available where facilities permit. Appropriate charges for DID service and Rotary Line service apply.

Note 3: Applicable for FlexServ service applications other than on ESSX service, Digital ESSX service, MultiServ PLUS service, *or BellSouth Centrex service*.

Note 4: MegaLink ISDN service obsoleted 9-28-96. (See Section B107.)

Note 5: Also applicable for exchange access, MegaLink channel service, LightGate service, and/or FlexServ service applications on MultiServ PLUS service *and BellSouth Centrex service*.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Network Access Register Package (Cont'd)

A3.13.3 Rates (Cont'd)

A. Flat Rate Network Access Register (NAR) Package (Cont'd)

3. MultiServ PLUS service or BellSouth Centrex service NAR Package (Cont'd)

a. Rates shown are applicable to MultiServ PLUS service or BellSouth Centrex service applications. (Cont'd)

(1) Per NAR¹ (Cont'd)

	Group							
	7	8	9	10	11	12	USOC	
(d) Both-way, Flat Rate	\$15.28	\$15.78	\$16.25	\$16.60	\$16.96	\$17.26	M9QCX	
(e) One-way Inward, Flat Rate	15.28	15.78	16.25	16.60	16.96	17.26	M9Q1X	
(f) One-way Outward, Flat Rate	15.28	15.78	16.25	16.60	16.96	17.26	M9QOX	

B. Message Rate Network Access Register (NAR) Package

1. Rate Groups 1 - 6

a. ESSX service

(1) Per NAR²

	Group							
	1	2	3	4	5	6	USOC	
(a) Combination, initial	\$761.00	\$761.00	\$761.00	\$761.00	\$761.00	\$761.00	EQE (1)	
(b) Combination, additional	761.00	761.00	761.00	761.00	761.00	761.00	EQG (1)	
(c) One-way outgoing, initial	761.00	761.00	761.00	761.00	761.00	761.00	EQF (1)	
(d) One-way outgoing, additional	761.00	761.00	761.00	761.00	761.00	761.00	EQK (1)	

b. MegaLink channel service

(1) Per NAR³

(a) Combination, initial	7.12	7.12	7.12	7.37	7.62	7.90	NNM
(b) Combination, additional	7.12	7.12	7.12	7.37	7.62	7.90	NNM

Note 1: Also applicable for exchange access, MegaLink channel service, LightGate service, and/or FlexServ service applications on MultiServ PLUS service or BellSouth Centrex service.

Note 2: Also applicable for exchange access, MegaLink channel service, LightGate service, and/or FlexServ service applications on ESSX service and Digital ESSX service.

Note 3: Applicable for MegaLink channel service applications other than on ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Network Access Register Package (Cont'd)

A3.13.3 Rates (Cont'd)

B. Message Rate Network Access Register (NAR) Package (Cont'd)

1. Rate Groups 1 - 6 (Cont'd)

b. MegaLink channel service (Cont'd)

(1) Per NAR¹ (Cont'd)

	Group						
	1	2	3	4	5	6	USOC
(c) One-way outgoing, initial	\$7.12	\$7.12	\$7.12	\$7.37	\$7.62	\$7.90	NNT
(d) One-way outgoing, additional	7.12	7.12	7.12	7.37	7.62	7.90	NNT
c. LightGate service							
(1) Per NAR ²							
(a) Combination, initial	7.12	7.12	7.12	7.37	7.62	7.90	NNG
(b) Combination, additional	7.12	7.12	7.12	7.37	7.62	7.90	NNG
(c) One-way outgoing, initial	7.12	7.12	7.12	7.37	7.62	7.90	NNK
(d) One-way outgoing, additional	7.12	7.12	7.12	7.37	7.62	7.90	NNK
d. FlexServ service							
(1) Per NAR ³							
(a) Combination, initial	7.12	7.12	7.12	7.37	7.62	7.90	NNM
(b) Combination, additional	7.12	7.12	7.12	7.37	7.62	7.90	NNM
(c) One-way outgoing, initial	7.12	7.12	7.12	7.37	7.62	7.90	NNT
(d) One-way outgoing, additional	7.12	7.12	7.12	7.37	7.62	7.90	NNT

Note 1: Applicable for MegaLink channel service applications other than on ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service.

Note 2: Applicable for LightGate service applications other than on ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service.

Note 3: Applicable for FlexServ service applications other than on ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Network Access Register Package (Cont'd)

A3.13.3 Rates (Cont'd)

B. Message Rate Network Access Register (NAR) Package (Cont'd)

2. Rate Groups 7 - 12

a. ESSX service

(1) Per NAR¹

	Group							
	7	8	9	10	11	12	USOC	
(a) Combination, initial	\$338.00	\$338.00	\$338.00	\$338.00	\$338.00	\$338.00	EQE	(1)
(b) Combination, additional	338.00	338.00	338.00	338.00	338.00	338.00	EQG	(1)
(c) One-way outgoing, initial	338.00	338.00	338.00	338.00	338.00	338.00	EQF	(1)
(d) One-way outgoing, additional	338.00	338.00	338.00	338.00	338.00	338.00	EQK	(1)
b. MegaLink channel service								
(1) Per NAR ²								
(a) Combination, initial	8.12	8.34	8.55	8.70	8.85	8.99	NNM	
(b) Combination, additional	8.12	8.34	8.55	8.70	8.85	8.99	NNM	
(c) One-way outgoing, initial	8.12	8.34	8.55	8.70	8.85	8.99	NNT	
(d) One-way outgoing, additional	8.12	8.34	8.55	8.70	8.85	8.99	NNT	
c. LightGate service								
(1) Per NAR ³								
(a) Combination, initial	8.12	8.34	8.55	8.70	8.85	8.99	NNG	
(b) Combination, additional	8.12	8.34	8.55	8.70	8.85	8.99	NNG	
(c) One-way outgoing, initial	8.12	8.34	8.55	8.70	8.85	8.99	NNK	
(d) One-way outgoing, additional	8.12	8.34	8.55	8.70	8.85	8.99	NNK	

Note 1: Also applicable for exchange access, MegaLink channel service, LightGate service, and/or FlexServ service applications on ESSX service and Digital ESSX service.

Note 2: Applicable for MegaLink channel service applications other than on ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service.

Note 3: Applicable for LightGate service applications other than on ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Network Access Register Package (Cont'd)

A3.13.3 Rates (Cont'd)

B. Message Rate Network Access Register (NAR) Package (Cont'd)

2. Rate Groups 7 - 12 (Cont'd)

d. FlexServ service

(1) Per NAR²

	Group						USOC
	7	8	9	10	11	12	
(a) Combination, initial	\$8.12	\$8.34	\$8.55	\$8.70	\$8.85	\$8.99	NNM
(b) Combination, additional	8.12	8.34	8.55	8.70	8.85	8.99	NNM
(c) One-way outgoing, initial	8.12	8.34	8.55	8.70	8.85	8.99	NNT
(d) One-way outgoing, additional	8.12	8.34	8.55	8.70	8.85	8.99	NNT

3. MultiServ PLUS service or BellSouth Centrex service NAR Package

a. Rates shown are applicable to MultiServ PLUS service or BellSouth Centrex service applications.

(1) Per NAR³

	Group						USOC
	1	2	3	4	5	6	
(a) Both-way, Message Rate	\$6.78	\$6.78	\$6.78	\$7.02	\$7.26	\$7.52	M9QCS
(b) One-way Inward, Message Rate	6.78	6.78	6.78	7.02	7.26	7.52	M9Q1S
(c) One-way Outward, Message Rate	6.78	6.78	6.78	7.02	7.26	7.52	M9QOS

Note 1: Applicable for LightGate service applications other than on ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service.

Note 2: Applicable for FlexServ service applications other than on ESSX service, Digital ESSX service, MultiServ PLUS service, or BellSouth Centrex service.

Note 3: Also applicable for Exchange Access, MegaLink channel service, LightGate service, and/or FlexServ service applications for MultiServ PLUS service or BellSouth Centrex service.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Network Access Register Package (Cont'd)

A3.13.3 Rates (Cont'd)

- B. Message Rate Network Access Register (NAR) Package (Cont'd)
 - 3. MultiServ PLUS service or BellSouth Centrex service NAR Package (Cont'd)
 - a. Rates shown are applicable to MultiServ PLUS service or BellSouth Centrex service applications. (Cont'd)
 - (1) Per NAR¹ (Cont'd)

	Group							
	7	8	9	10	11	12	USOC	
(d) Both-way, Message Rate	\$7.73	\$7.94	\$8.14	\$8.29	\$8.43	\$8.56	M9QCS	
(e) One-way Inward, Message Rate	7.73	7.94	8.14	8.29	8.43	8.56	M9Q1S	
(f) One-way Outward, Message Rate	7.73	7.94	8.14	8.29	8.43	8.56	M9QOS	

A3.14 Expanded Local WatsSaver Service

A3.14.1 Description of Service

- A. Expanded Local WatsSaver service is an optional service designed to provide economical service for business customers who generate a high volume of local usage to locations included in the Extended Calling Service area defined in A3.8.49 that are not included in the local calling area defined in A3.3.
- B. For a fixed monthly charge, customers receive a block of usage to exchanges in the Extended Calling Service area and a guaranteed rate per minute for applicable usage exceeding the original block of usage each month.
- C. Individual message detail is included as part of this service.
- D. Automated or operator assisted station-to-station calls between qualifying Expanded Local WatsSaver service exchanges which are billed to the customer's account will be billed based on Expanded Local WatsSaver service rates. However, applicable operator assistance surcharges will also apply. (C)

A3.14.2 Terms and Conditions

- A. Expanded Local WatsSaver service is available to individual line, PBX, ESSX service and Remote Call Forwarding (RCF) service. The service is not available to intraLATA only Outward WATS and combined Outward WATS, Mobile Telephone Service, Public and Semi-public Telephone Service, and Dormitory Communications Service.
- B. The service is offered on an account basis only. An account includes all individual lines, PBX trunks, or ESSX service network access registers in an account. At the customer's option, multiple accounts of a customer may be billed on the same bill, including accounts that represent separate locations, to comprise one Expanded Local WatsSaver service account. However, for the multiple accounts to be eligible for this service as a single account, all services in the multiple accounts must be billed on the same bill. Because this service is account based, partial billed to numbers (BTN) are not eligible for the service, i.e., the consolidation of local usage from multiple BTN without the consolidation of all other service elements associated with those BTN is not allowed.

Note 1: Also applicable for Exchange Access, MegaLink channel service, LightGate service, and/or FlexServ service applications for MultiServ PLUS service or BellSouth Centrex service.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.14 Expanded Local WatsSaver Service (Cont'd)

A3.14.2 Terms and Conditions (Cont'd)

- C. Suspension of this service is not allowed. (T)
- D. This service is not subject to concessions.
- E. Use of the service is subject to *terms and conditions* in this section and Section A2. (T)
- F. Sharing or resale of this service is permitted in accordance with Section A23. (T)
- G. Method of Determining Monthly Usage Charges
 - 1. Usage is determined for each call based on minutes and tenths of minutes (or fraction thereof), with a minimum call duration of thirty seconds. This value is then multiplied by the rate per minute for the rate option selected by the customer. The resultant amount is truncated to whole cents for each call.
 - 2. For the billing period, the amount for each call, as determined in 1. preceding, is totaled for all lines in the billing account to determine the total usage amount to be billed, subject to the requirement in 3. following.
 - 3. The amount, as determined in 2. preceding, is subject to a Minimum Monthly Settlement Amount as specified by the appropriate rate option selected by the customer (minutes times rate per minute), for the billing account (Reference A3.14.3.B. following).

A3.14.3 Rates

- A. The following rates will be applied in accordance with A3.14.2.G. preceding.
 - 1. ELWS 125 (Expanded Local WatsSaver service)

		Rate			
		Minimum	Maximum	Current	USOC
		\$-	\$-	\$-	
	(a) 7,500 minutes (125 hours) minimum, per account, per month				TSW76
	(b) Each additional minute of use	.0801	.1150	.0900	NA
2.	ELWS 250 (Expanded Local WatsSaver service)				
	(a) 15,000 minutes (250 hours) minimum, per account, per month	-	-	-	TSW2X
	(b) Each additional minute of use	.0783	.1050	.0880	NA
3.	ELWS 500 (Expanded Local WatsSaver service)				
	(a) 30,000 minutes (500 hours) minimum, per account, per month	-	-	-	TSW50
	(b) Each additional minute of use	.0756	.1000	.0850	NA
4.	ELWS 750 (Expanded Local WatsSaver service)				
	(a) 45,000 minutes (750 hours) minimum, per account, per month	-	-	-	TSW75

A3. BASIC LOCAL EXCHANGE SERVICE

A3.14 Expanded Local WatsSaver Service (Cont'd)

A3.14.3 Rates (Cont'd)

A. The following rates will be applied in accordance with A3.14.2.G. preceding. (Cont'd)

4. ELWS 750 (Expanded Local WatsSaver service) (Cont'd)

		Rate		Current	USOC
		Minimum	Maximum		
	(b) Each additional minute of use	\$.0747	\$.0940	\$.0840	NA
5.	ELWS 1,000 (Expanded Local WatsSaver service)				
	(a) 60,000 minutes (1,000 hours) minimum, per account, per month	-	-	-	TSW10
	(b) Each additional minute of use	.0712	.0920	.0800	NA
6.	ELWS 1,250 (Expanded Local WatsSaver service)				
	(a) 75,000 minutes (1,250 hours) minimum, per account, per month	-	-	-	TSW12
	(b) Each additional minute of use	.0694	.0900	.0780	NA
7.	ELWS 1,500 (Expanded Local WatsSaver service)				
	(a) 90,000 minutes (1,500 hours) minimum, per account, per month	-	-	-	TSW1D
	(b) Each additional minute of use	.0676	.0880	.0750	NA
8.	ELWS 2,000 (Expanded Local WatsSaver service)				
	(a) 120,000 minutes (2,000 hours) minimum, per account, per month	-	-	-	TSW2E
	(b) Each additional minute of use	.0658	.0860	.0700	NA
9.	ELWS 2,500 (Expanded Local WatsSaver service)				
	(a) 150,000 minutes (2,500 hours) minimum, per account, per month	-	-	-	TSW2F
	(b) Each additional minute of use	.0640	.0840	.0660	NA

B. Monthly Settlement Amount

The following settlement amounts apply on a billing account basis as specified in A3.14.2.G. preceding.

Monthly Settlement Amounts

Option	Hours In Option	Settlement Amount		
		Minimum	Maximum	Current
ELWS 125	125	\$ 600.75	\$ 862.50	\$ 675.00
ELWS 250	250	\$1,174.50	\$ 1,575.00	\$1,320.00
ELWS 500	500	\$2,268.00	\$ 3,000.00	\$2,550.00
ELWS 750	750	\$3,361.50	\$ 4,230.00	\$3,780.00
ELWS 1,000	1,000	\$4,272.00	\$ 5,520.00	\$4,800.00
ELWS 1,250	1,250	\$5,205.00	\$ 6,750.00	\$5,850.00
ELWS 1,500	1,500	\$6,084.00	\$ 7,920.00	\$6,750.00
ELWS 2,000	2,000	\$7,896.00	\$10,320.00	\$8,400.00
ELWS 2,500	2,500	\$9,600.00	\$12,600.00	\$9,900.00

A3. BASIC LOCAL EXCHANGE SERVICE

A3.14 Expanded Local WatsSaver Service (Cont'd)

A3.14.3 Rates (Cont'd)

C. Expanded Local WatsSaver Service Term Discount Plan

1. The Expanded Local WatsSaver service Term Discount Plan is available for all business customers who subscribe to Expanded Local WatsSaver service.
2. The Expanded Local WatsSaver service Term Discount Plan offers discounts off rates shown in A3.14.3.A.
3. A termination liability will be assessed to subscribers who terminate the service prior to the expiration of the term commitment. The amount to be assessed will be equal to the Minimum Monthly Settlement Amount in effect at the time of termination less the discount multiplied by the number of months remaining in the term commitment.
4. A grace period of 90 days will apply to the initial contract. During the grace period, the customer may disconnect the service without termination liability.
5. The Expanded Local WatsSaver service Term Discount Plan will automatically renew for an equivalent term and usage commitment at the percent discount in effect when the term expires unless the customer provides written notification to cancel or change the Term Discount Plan, with such notification being received by the Company not less than 60 days and not more than 90 days prior to expiration of the contract.
6. The Expanded Local WatsSaver service Term Plan Discount is available as follows:

Discount	Term
5%	12 Months
8%	24 Months
11%	36 Months

A3.15 Reserved for Future Use

A3.16 Reserved for Future Use

A3.17 Reserved for Future Use

A3.18 Reserved for Future Use

A3.19 Reserved for Future Use

A3.20 Reserved for Future Use

A3.21 Reserved for Future Use

A3.22 Local Usage Detail (LUD)

A3.22.1 General

- A. Local Usage Detail (LUD) is an option for customers who desire a printed listing of per call billing details in addition to the usual summary billing of all dialed, sent-paid, billed expanded local usage.
- B. The provision of LUD will coincide with the billing period(s) for the access lines to receive detailed billing; i.e., the reporting of expanded call details will start at the beginning of a billing period and stop at the end of a billing period. For existing customers, LUD should be ordered at least five days prior to the billing date to ensure the timely start or stop of detailed reporting. However, if LUD is requested on an order which establishes service, detailed reporting will start coincident with establishment of the service.
- C. LUD will be provided on a per account basis. For PBX, ESSX service, Digital ESSX service, MultiServ service, MultiServ PLUS service accounts, *and BellSouth Centrex service* all main station lines will be included.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.22 Local Usage Detail (LUD) (Cont'd)

A3.22.1 General (Cont'd)

- D. Charges for LUD are in addition to applicable local usage charges specified in this Guidebook.
- E. LUD is available for the following services:
 - Local Calling Plus (LCP)
 - Extended Calling Service (ECS)
 - BellSouth Business Plus service Option 2
 - Back-Up Line excluding BellSouth Business Plus service Option 1
 - Back-Up Line for BellSouth Business Plus service Option 2
- F. LUD is not available to Residence Area Plus service or Area Plus service with the Complete Choice option subscribers.

A3.22.2 Rates and Charges

- A. The following charge applies for LUD.
 - 1. Per monthly printed listing of call details

(a) Per call listed	Charge	USOC
	\$.00	NA

- B. When an order is issued solely to initiate LUD, a Secondary Service Order charge will not apply. Otherwise, normal service order charges apply. When an order is issued solely to initiate LUD, no service charges apply for Bellsouth Business Plus service only.

A3.23 Lifeline Transitional Discount

A3.23.1 General

- A. Florida House Bill 4785 provides for a transitional discount for Lifeline subscribers who no longer qualify for Lifeline service. Lifeline Transitional Discount will provide discounted residential basic local telecommunications service at seventy percent (70%) of the residential local telecommunications service rates for any subscriber who becomes ineligible for Lifeline. The amount of the Lifeline Transitional Discount will not exceed the total amount of the Lifeline credit (federal) currently in effect in A3.31 of this Guidebook. A Lifeline subscriber who requests such service shall receive the discounted price for a period of one year after the date the subscriber ceases to be qualified for Lifeline. At that time the discount will be discontinued. (C)
- B. If a subscriber with the Lifeline Transitional Discount disconnects service, that disconnect will nullify their eligibility for the balance of the 12 month period.
- C. At expiration of 12 month period, the discounted residential basic local telecommunications service will begin billing at one hundred percent (100%) of the applicable rates and charges in this Guidebook.
- D. A change in the subscriber's class of service, e.g., Complete Choice plan to individual line service or vice versa, will not impact eligibility for discounted charge for basic local service. The original 12 month period will continue (not start over) with the change in class of service.
- E. Subscribers to plans that combine features with the local exchange access line such as Complete Choice plans will receive the transitional discount on the access line only and not on the features.
- F. Subscribers to plans with usage components (Message Service and Optional Measured Service) will receive the transitional discount on usage charges.
- G. The Lifeline Transitional Discount will not be applied to additive rates for plans like Local Calling Plus, Optional Calling Service, Optional Extended Local Calling and Enhanced Optional Extended Area Service.
- H. When a Lifeline subscriber with toll blocking converts to Lifeline Transitional Discount, toll blocking may continue at the customer's request at the rates and charges indicated in Section A13. for Customized Code Restriction.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.24 Local Directory Assistance Call Completion (QuikComplete) Service

A3.24.1 Description of Service

- A.** Local Directory Assistance Call Completion (DACC) is an optional service provided to users of Local Directory Assistance (DA) Service. When dialing (411), Local DA customers may choose to have the telephone number they are requesting dialed by the DA System.
- B.** The service is available to Business and Residence customers except as limited in A3.24.4 following.
- C.** Individual message detail is not included as a part of this service.
- D.** The service is available only where billing and terminal capability exists.
- E.** Customers may request blocking of DACC Calls originating from their telephone lines by contacting the local Company Business Office.

A3.24.2 General Terms and Conditions

- A.** The service is not subject to concessions.

(T)

A3.24.3 Use of the Service

- A.** The service is furnished subject to all applicable *terms and conditions* in Section A2.

(T)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.24 Local Directory Assistance Call Completion (QuikComplete) Service (Cont'd)

A3.24.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
 1. UniServ DA number requests
 2. Non-Bell Exchange Carrier customers
 3. IntraLATA and InterLATA long distance calls
 4. Any Special Line Class Codes
 5. Mobile Telephone Users
 6. **(DELETED)**
 7. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC
 8. Calls from tandems where the end user cannot be identified
 9. Calls from Payphone Service Provider coin or coinless stations

(D)

A3.24.5 Application of Charges and Exemptions

- A. The charges specified in A3.24.6 following will be applicable to all subscribers except disabled customers who are exempt from Directory Assistance charges, as detailed in A3.9.2.
- B. Chargeable Calls
 1. For charging purposes, a DACC completed call is as defined in Section A1.

A3.24.6 Rates and Charges

- A. Service Charges
 - (1) Directory Assistance Call Completion Charge

	Rate	USOC
(a) Charge Per Completed Call	\$.00	NA

A3.25 Directory Assistance/Directory Assistance Call Completion Service

A3.25.1 Description of Service

- A. Directory Assistance/Directory Assistance Call Completion (DA/DACC) provides the subscribing customer a Company Local Exchange Subscriber telephone number and Local Call Completion to the number provided, if requested, given a listed name and address.
- B. DA/DACC is for use by Mobile Service Providers (MSPs) only, except as limited in A3.25.2 following.
- C. DA/DACC is provisioned via a dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Serving Office (MTSO) and the Company location where DA/DACC is provided.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.25 Directory Assistance/Directory Assistance Call Completion Service (Cont'd)

A3.25.1 Description of Service (Cont'd)

- D. DA/DACC is available only where billing and terminal capability exists.
- E. Access to detail records is included as a part of this service.

A3.25.2 General Terms and Conditions

- A. The subscribing DA/DACC Mobile Service Provider (MSP) must make arrangements with the Company for provision of dedicated, application specific interconnect trunk connecting the MSP's Mobile Telephone Serving Office (MTSO) and the Company location where DA/DACC is provided.

A3.25.3 Use of the Service

- A. The service is furnished subject to all applicable terms and conditions in Section A2.

A3.25.4 Limitations of Service

- A. The service is not available for the following classes of service call categories:
 1. Non-Bell Exchange Company telephone numbers
 2. IntraLATA and InterLATA long distance calls
 3. Residence and Business Customers
 4. **(DELETED)**

(D)

A3.25.5 Application of Charges

- A. Charges specified in A3.25.6 following will apply each time the subscriber receives a requested Company Local Exchange Subscriber telephone number.

A3.25.6 Rates and Charges

- A. Service Charges

(1) DA/DACC Charge

(a) Per Local Exchange Subscriber telephone number provided

Rate	USOC
\$.45	NA

A3.26 Reserved for Future Use

A3.27 Reserved for Future Use

A3. BASIC LOCAL EXCHANGE SERVICE

A3.28 (DELETED)

(D)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.28 (DELETED) (Cont'd)

(D)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.29 Outgoing Only Service

A3.29.1 General

- A. Outgoing Only Service provides outgoing only access to the network for residence and business customers desiring to have a line that cannot receive calls.
- B. Outgoing only lines are capable of accessing all exchange access lines bearing the designation of central offices of the serving exchange and additional exchanges as shown in A3.3.1 for flat or message rate Local Calling Areas. (T)
- C. Residence and business outgoing only lines are offered on a flat rate basis at rates equal to the exchange's associated residence or business individual line flat rate.
Message Rate Service – Obsolete (See Section A103)
Local Measured Service – Obsolete (See Section A103)
- D. Calls to the telephone number associated with this service will be routed to an appropriate central office recording.
- E. The telephone number associated with this service will not be published.
- F. This service will be allowed to work as the open end of Foreign Exchange Service, unless otherwise specified.
- G. An outgoing only line may be a customer's only Basic Local Exchange Service or may be in addition to other two-way service. However, if it is in addition to other two-way service both must be flat rate service.
- H. Other services involving the receipt of incoming calls (i.e., Rotary service, Remote Call Forwarding, Incoming Optional Calling Plans, Optional Extended Local Calling (between Daytona Beach and New Smyrna Beach), Call Forwarding Variable, Call Waiting, Call Forwarding Busy Line, Call Forwarding Don't Answer, RingMaster service, TouchStar service, etc.) cannot be offered in association with Outgoing Only Service.
- I. Neither Prestige service, Customized Dialing Packages, nor Customized Code Restrictions are available in association with Outgoing Only Service.
- J. Outgoing Only Service is not available with the following Enhanced Optional Extended Area Service (EOEAS) options:
 - Premium (in the Bunnell, Flagler Beach, Palm Coast, Geneva and Sanford exchanges)
 - Incoming Discount
 - Drop-back

A3. BASIC LOCAL EXCHANGE SERVICE

A3.29 Outgoing Only Service (Cont'd)

A3.29.2 Rates

A. Flat Rate Outgoing Only Line

1. Rate Groups 1-6

		Group							
		1	2	3	4	5	6	USOC	
(a)	Per business line	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	OFB	(1)
(b)	Multi-line Exchange Access Line ¹	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	YMB	(1)

2. Rate Groups 7-12

		Group							
		7	8	9	10	11	12	USOC	
(a)	Per business line	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	<i>\$629.00</i>	OFB	(1)
(b)	Multi-line Exchange Access Line ¹	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	<i>629.00</i>	YMB	(1)

B. Message Rate Outgoing Only Line – Obsoleted (See A103)

C. Obsoleted (See A103)

A3.30 Reserved for Future Use

Note 1: The Multi-line Exchange Access Line rate applies to subscribers with more than one exchange access line.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline

A3.31.1 Description of Service

- A. Effective December 5, 2017, Lifeline service is available only to qualifying subscribers who reside in Connect America Fund II (CAF II) Funded Census Blocks, shown in the Request for relinquishment of partial eligible telecommunications carrier (ETC) status, by BellSouth Telecommunications, LLC d/ b/a AT&T Florida, Docket No. 20170082-TP, approved by the Florida Public Service Commission in Order No. PSC-2017-0329-CO-TP, dated August 16, 2017.
- B. The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service to qualifying low income residential subscribers. Basic terms and conditions are in compliance with FCC rules and regulations including the FCC Report and Order and Further Notice of Proposed Rulemaking in WC Docket No. 11-42, adopted January 31, 2012, and the Lifeline and Link Up Reform and Modernization Third Report And Order, Further Report And Order, and Order on Reconsideration, WC Docket No. 11-42 (rel. April 27, 2016) (“Lifeline Reform and Modernization Order”), including implementation of a National Lifeline Eligibility Verifier (National Verifier) to determine subscriber eligibility.
- C. Lifeline is supported by the federal universal service support mechanism.
- D. Federal uniform support of **\$5.25** is available for each Lifeline service and is passed through to an eligible customer via a monthly Federal Lifeline credit. The amount of credit will not exceed the charge for local service. (C)

A3.31.2 Terms and Conditions

- A. General
 1. One low income credit is available per household and is applicable to the primary residential connection only. Lifeline support is limited to a single subscription per household where household is defined to be any individual or group of individuals who are living together at the same address as one economic unit. For the purposes of this rule, an economic unit consists of all adult individuals contributing to and sharing in the income and expenses of a household.
 2. A Lifeline customer may subscribe to any local service offering available to other residence customers.
 3. Toll blocking will be provided at no charge to the Lifeline subscriber.
 4. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
 5. A Lifeline customer is exempt from the Installment Billing Service Fee in Section A4.
 6. The Federal Universal Service Charge will not be billed to Lifeline customers.
 7. A Lifeline subscriber's basic local service will not be disconnected for non-payment of toll charges or ancillary services, but may be disconnected for non-payment of basic local service charges, taxes and fees. Access to toll service may be denied for non-payment of toll charges. Access to ancillary services may be denied for non-payment of basic or non-basic local charges. A Lifeline subscriber's request for reconnection of basic local service will not be denied if the service was previously denied for non-payment of toll or ancillary charges. Partial payments will first be applied to basic local service.
 8. Lifeline eligible customers who have previously been disconnected for nonpayment of local charges may obtain local service equipped with toll blocking upon payment of outstanding debt for non-toll charges, taxes and fees. Toll blocking shall not be removed prior to receipt of full payment of all outstanding toll charges.
 9. The outstanding non-toll balance may be paid in up to twelve installment payments with a minimum per month payment of \$5.00. This installment option is separate from any other installment arrangements (such as Installment Billing of non-recurring charges in Section A4). Should the customer default on this payment arrangement, service will be disconnected and the customer must pay the outstanding non-toll balance in full before local service will be re-established. Installment payments are not available on defaulted amounts previously installment billed.
 10. Payment for other outstanding debt will be pursued in the same manner as for non-Lifeline customers.
 11. Lifeline is not available for resale.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline (Cont'd)

A3.31.2 Terms and Conditions (Cont'd)

B. Eligibility

1. To be eligible for Lifeline, a customer must be a current recipient of any of the following low income assistance programs⁴.
 - a. (DELETED)
 - b. Supplemental Security Income (SSI)
 - c. Supplemental Nutrition Assistance Program (SNAP)
 - d. Medicaid
 - e. Federal Public Housing Assistance
 - f. (DELETED)
 - g. (DELETED)
 - h. Veterans and Survivors Pension Benefit
2. Additionally, customers not receiving benefits under one of the preceding programs, and whose total gross annual income does not exceed one hundred and thirty-five percent (135%)² of the Federal Poverty Guidelines are eligible for Lifeline.
3. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

C. *Eligibility Determination, Certification, and Re-Certification*

1. ***Effective March 24, 2020, the National Life Eligibility Verifier (National Verifier) will determine subscriber eligibility and conduct annual recertification. The National Verifier will collect the customer's application, determine eligibility, and give an approval or denial for a Lifeline discount. Once approved, the National Verifier will retain the approval for 90 days, during which time the Company may use the eligibility to provide a Lifeline discount. The Lifeline credit will not be established until the customer's eligibility has been determined by the National Verifier and the customer contacts the Company to apply the Lifeline credit.***
2. When a customer is determined to be ineligible as a result of verification, the Company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued and at such time the customer will be transitioned to the Lifeline Transitional Discount (LTD), as set forth in A3.23 of this Guidebook.

Note 1: Effective December 2, 2016, in compliance with the FCC "Lifeline Reform and Modernization Order", Temporary Assistance for Needy Families (TANF), Low-Income Home Energy Assistance Program (LIHEAP) and National School Lunch Program's free lunch program are no longer criteria for the federal Lifeline program. Existing Lifeline subscribers qualified under these programs prior to December 2, 2016, and who remain qualified for these programs, may retain the Lifeline discount until such time as they must re-certify under current FCC rules and criteria. Effective December 5, 2017, Lifeline discounts noted this paragraph apply only to Lifeline subscribers who reside in CAF II Funded Census Blocks, as noted in A3.31.1, A.

Note 2: Effective December 2, 2016, in compliance with the FCC "Lifeline Reform and Modernization Order", the income criterion is Income at or below 135% of the Federal Poverty Guidelines. Existing Lifeline subscribers qualified prior to December 2, 2016, under the previous income criterion, Income at or below 150% of the Federal Poverty Guidelines, and who remain qualified under the previous income criterion, may retain the Lifeline discount until such time as they must re-certify under current FCC rules and criteria. Effective December 5, Lifeline discounts noted this paragraph apply only to Lifeline subscribers who reside in CAF II Funded Census Blocks, as noted in A3.31.1, A.

(C)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline (Cont'd)

A3.31.3 Rates and Charges

- A. General
 - 1. Lifeline is provided as a monthly credit on the eligible residential subscriber's bill for local service.
 - 2. Service Charges in Section A4 are applicable for installing or changing Lifeline service.
 - 3. The Secondary Service Charge in Section A4. is not applicable when existing service is converted intact to Lifeline service.
- B. The Lifeline credit consists of one Federal credit.
 - 1. Federal credit^{1,2}

	Monthly Credit	
(a) (DELETED)		
(b) Supplemental Security Income (SSI)	\$ 5.25	(C)
(c) Supplemental Nutrition Assistance Program (SNAP)	5.25	(C)
(d) Medicaid	5.25	(C)
(e) Federal Public Housing Assistance	5.25	(C)
(f) (DELETED)		
(g) Income at or below 135% of the Federal Poverty Guidelines	5.25	(C)
(h) (DELETED)		
(i) Veterans and Survivors Pension Benefit	5.25	(C)

A3.31.4 Tribal Lifeline

- A. Description of Service

Qualified residents of federally recognized tribal lands may receive up to twenty-five dollars (\$25.00) per month in additional federal Lifeline support for their residential service
- B. Terms and Conditions
 - 1. Tribal Lifeline support is in addition to traditional Lifeline support.
 - 2. All Lifeline terms and conditions are applicable to Tribal Lifeline.
- C. Eligibility

To qualify, in addition to meeting the tribal land residency requirement, the customer may be a current recipient of any of the programs identified for Lifeline, or may be a recipient of one of the following federal programs:

 - 1. BIA (Bureau of Indian Affairs) general assistance
 - 2. Tribally administered Temporary Assistance for Needy Families (TANF)
 - 3. Head Start (income eligible)
 - 4. Food Distribution Program on Indian Reservations
- D. Rates and Charges
 - 1. General
 - a. The Tribal Lifeline credit is in addition to the Federal Lifeline credit.

Note 1: Effective December 2, 2016, in compliance with the FCC “Lifeline Reform and Modernization Order”, Temporary Assistance for Needy Families (TANF), Low-Income Home Energy Assistance Program (LIHEAP) and National School Lunch Program’s free lunch program are no longer criteria for the federal Lifeline program. Existing Lifeline subscribers qualified under these programs prior to December 2, 2016, and who remain qualified for these programs, may retain the Lifeline discount until such time as they must re-certify under current FCC rules and criteria. Effective December 5, 2017, Lifeline discounts noted in this paragraph apply only to Lifeline subscribers who reside in CAF II Funded Census Blocks, as noted in A3.31.1, A.

Note 2: Effective December 2, 2016, in compliance with the FCC “Lifeline Reform and Modernization Order”, the income criterion is Income at or below 135% of the Federal Poverty Guidelines. Existing Lifeline subscribers qualified prior to December 2, 2016, under the previous income criterion, Income at or below 150% of the Federal Poverty Guidelines, and who remain qualified under the previous income criterion, may retain the Lifeline discount until such time as they must re-certify under current FCC rules and criteria. Effective December 5, 2017, Lifeline discounts noted in this paragraph apply only to Lifeline subscribers who reside in CAF II Funded Census Blocks, as noted in A3.31.1, A.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.32 Reserved for Future Use

A3.33 Reserved for Future Use

A3.34 Reserved for Future Use

A3.35 Network Access Service

A3.35.1 General

Network Access Service provides for exchange network calling for systems arranged for MegaLink ISDN¹ service as specified in Section B107. of the Private Line Guidebook and for ESSX ISDN service as specified in Section A112.

A3.35.2 Terms, Conditions and Application of Rates

(T)

- A.** The conditions and rates specified in other sections of this Guidebook for services which may be associated with this service are in addition to those specified, except as modified herein.
- B.** This service is only offered where facilities permit and is subject to availability as determined by the Company.
- C.** These rates provide a usage based pricing plan for access and use of the local circuit switched network consisting of a fixed monthly charge and usage charges for outgoing local calls.
- D.** The rates specified herein apply except where otherwise specified as a local exception in A3.8.
- E.** Rotary charges provided herein for this service are in lieu of any other rotary charges. These charges are applicable on business lines, PBX trunks and NARs arranged for rotary service.
- F.** Local calls that are not direct dialed sent paid, i.e., operator assisted, etc., will be billed individually at the same usage rates specified herein, in addition to any appropriate operator assisted local call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable calling allowance or usage billing reductions for direct dialed sent paid local calls.
- G.** When Network Access Service is provided, all other local exchange service on the same premises will be provided at the rates specified herein for the appropriate type service.

Note 1: MegaLink ISDN service obsoleted 9-28-96. (See Section B107.)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.35 Network Access Service (Cont'd)

A3.35.3 Rates and Charges

A. The following rates are applicable

1. Monthly rates

a. Rate Groups 1-6

(1) MegaLink ISDN¹ Service NAR

	Group						USOC
	1	2	3	4	5	6	
(a) per combination	\$6.95	\$6.95	\$6.95	\$6.95	\$7.53	\$7.53	EQ32X
(b) per outdial	6.95	6.95	6.95	6.95	7.53	7.53	EQ30X
(c) per inward only	6.95	6.95	6.95	6.95	7.53	7.53	EQ31X
(2) ESSX ISDN Service NAR							
(a) per combination	11.44	11.44	11.44	11.44	12.39	12.39	MQBCX
(b) per outdial	11.44	11.44	11.44	11.44	12.39	12.39	MQBOX
(c) per inward only	11.44	11.44	11.44	11.44	12.39	12.39	MQB1X

b. Rate Groups 7-12

(1) MegaLink ISDN¹ Service NAR

	Group						USOC
	7	8	9	10	11	12	
(a) per combination	\$7.53	\$7.53	\$8.42	\$8.42	\$8.42	\$8.42	EQ32X
(b) per outdial	7.53	7.53	8.42	8.42	8.42	8.42	EQ30X
(c) per inward only	7.53	7.53	8.42	8.42	8.42	8.42	EQ31X
(2) ESSX ISDN Service NAR							
(a) per combination	12.39	12.39	13.86	13.86	13.86	13.86	MQBCX
(b) per outdial	12.39	12.39	13.86	13.86	13.86	13.86	MQBOX
(c) per inward only	12.39	12.39	13.86	13.86	13.86	13.86	MQB1X

2. Monthly access line rates - applicable to individual business lines, PBX trunks, MegaLink Channel service NARs or LightGate service NARs when other service on the premises is provided via MegaLink ISDN¹ service NARs, or ESSX ISDN service NARs.

a. Rate Groups 1-6

(1) Business Line

	Group						USOC
	1	2	3	4	5	6	
(a) per two-way access line	\$16.55	\$16.55	\$16.55	\$16.55	\$18.25	\$18.25	NAL2B
(b) per outgoing only line	16.55	16.55	16.55	16.55	18.25	18.25	NALOB

Note 1: MegaLink ISDN service Obsoleted 9-28-96. (See Section B107.)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.35 Network Access Service (Cont'd)

A3.35.3 Rates and Charges (Cont'd)

A. The following rates are applicable (Cont'd)

2. (Cont'd)

a. Rate Groups 1-6 (Cont'd)

(2) PBX trunk

	Group						USOC
	1	2	3	4	5	6	
(a) per combination	\$28.15	\$28.15	\$28.15	\$28.15	\$31.00	\$31.00	TQBCX
(b) per outdial	28.15	28.15	28.15	28.15	31.00	31.00	TQBOX
(c) per inward only	28.15	28.15	28.15	28.15	31.00	31.00	TQB1X
(d) per Direct In Dialing (DID)	28.15	28.15	28.15	28.15	31.00	31.00	TQB1D
(3) MegaLink Channel Service NAR							
(a) per combination	6.95	6.95	6.95	6.95	7.53	7.53	EQ32X
(b) per outdial	6.95	6.95	6.95	6.95	7.53	7.53	EQ30X
(c) per inward only	6.95	6.95	6.95	6.95	7.53	7.53	EQ31X
(4) LightGate Service NAR							
(a) per combination	6.95	6.95	6.95	6.95	7.53	7.53	EQ32X
(b) per outdial	6.95	6.95	6.95	6.95	7.53	7.53	EQ30X
(c) per inward only	6.95	6.95	6.95	6.95	7.53	7.53	EQ31X

b. Rate Groups 7-12

(1) Business Line

	Group						USOC
	7	8	9	10	11	12	
(a) per two-way access line	\$18.25	\$18.25	\$21.00	\$21.00	\$21.00	\$21.00	NAL2B
(b) per outgoing only line	18.25	18.25	21.00	21.00	21.00	21.00	NALOB
(2) PBX trunk							
(a) per combination	31.00	31.00	35.70	35.70	35.70	35.70	TQBCX
(b) per outdial	31.00	31.00	35.70	35.70	35.70	35.70	TQBOX
(c) per inward only	31.00	31.00	35.70	35.70	35.70	35.70	TQB1X
(d) per Direct In Dialing (DID)	31.00	31.00	35.70	35.70	35.70	35.70	TQB1D

A3. BASIC LOCAL EXCHANGE SERVICE

A3.35 Network Access Service (Cont'd)

A3.35.3 Rates and Charges (Cont'd)

A. The following rates are applicable (Cont'd)

2. (Cont'd)

b. Rate Groups 7-12 (Cont'd)

(3) MegaLink Channel Service NAR

	Group						
	7	8	9	10	11	12	
(a) per combination	7.53	7.53	8.42	8.42	8.42	8.42	EQ32X
(b) per outdial	7.53	7.53	8.42	8.42	8.42	8.42	EQ30X
(c) per inward only	7.53	7.53	8.42	8.42	8.42	8.42	EQ31X
(4) LightGate Service NAR							
(a) per combination	7.53	7.53	8.42	8.42	8.42	8.42	EQ32X
(b) per outdial	7.53	7.53	8.42	8.42	8.42	8.42	EQ30X
(c) per inward only	7.53	7.53	8.42	8.42	8.42	8.42	EQ31X

3. Arrangements for Rotary Service

	Group						
	1	2	3	4	5	6	
(a) per business line, PBX trunk or NAR made rotary	\$5.80	\$5.80	\$5.80	\$5.80	\$6.40	\$6.40	HTGNS

	Group						
	7	8	9	10	11	12	
(b) per business line, PBX trunk or NAR made rotary	\$6.40	\$6.40	\$7.35	\$7.35	\$7.35	\$7.35	HTGNS

4. The following Minimum Usage Charge is applicable per combination, outdial or inward only MegaLink ISDN¹ service NAR, ESSX ISDN service NAR, PBX trunk, MegaLink Channel service NAR, LightGate service NAR or two-way access or outgoing only Business Line. This charge is in addition to the appropriate fixed monthly rate and provides a monthly usage allowance per NAR, trunk or line equal to the Minimum Usage Charge.

(a) Minimum Usage Charge	Monthly Rate	\$12.00	USOC	MUAMC
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Note 1: MegaLink ISDN service obsoleted 10/02/96. (See Section B107.).

A3. BASIC LOCAL EXCHANGE SERVICE

A3.35 Network Access Service (Cont'd)

A3.35.3 Rates and Charges (Cont'd)

- A. The following rates are applicable (Cont'd)
 - 5. Usage Schedule

	Rate Per Minute Of Use	USOC
(a) Calls within the Local Calling Area	\$.02	NA
6. Summarized total usage charges will be reduced by 50 percent prior to the application of the usage allowance.		
7. Total local billed usage charges above the allowance will not exceed \$18.00 per NAR, trunk or line.		

A3.36 Reserved For Future Use

A3.37 Reserved For Future Use

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

(T)(O)

A3. BASIC LOCAL EXCHANGE SERVICE

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

(T)(O)

A3. BASIC LOCAL EXCHANGE SERVICE

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

(T)(O)

A3. BASIC LOCAL EXCHANGE SERVICE

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)

A3.44 BellSouth Business Choice Package (Obsoleted, See Section A103)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.45 Complete Choice For Business Package (*Obsoleted, See Section A103*)

(O)

A3. BASIC LOCAL EXCHANGE

A3.45 Complete Choice For Business Package (Cont'd) *(Obsoleted, See Section A103)*

(0)

A3. BASIC LOCAL EXCHANGE

A3.45 Complete Choice For Business Package (Cont'd) *(Obsoleted, See Section A103)*

(0)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.45 Complete Choice For Business Package (Cont'd) (*Obsoleted, See Section A103*)

(0)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.46 AT&T Business Local Calling Assurance

A3.46.1 General

- A. AT&T Business Local Calling Assurance is offered where facilities and equipment are available. Eligible customers are existing Business customers who have received a competitive offer and are considering switching their Business Local Exchange Access Line service to another carrier (proof of competitive offer may be required), as well as Business customers who have their local exchange access line service with another competitive local exchange carrier within the AT&T service area, and who now wish to establish their business local exchange access line service with the Company. This eligibility requirement is not applicable to customers with existing AT&T Business Local Calling Assurance service prior to September 1, 2016.
- B. AT&T Business Local Calling Assurance is a one (1) to four (4) line offering available to business subscribers and consists of the following for a fixed monthly rate:
 - Business Access Line (flat rate-unlimited local calling)
 - Caller ID Deluxe
 - Remote Access to Call Forwarding (or) Call Forwarding Variable
- C. All of the terms, conditions and limitations specified elsewhere in this section or in Section A13 apply to the respective services and features provided as part of this service.
- D. AT&T Business Local Calling Assurance requires a 12-month² or a 24-month term agreement¹. The fixed monthly rate provided with this service continues after the end of the term. Customers may also subscribe to Business Local Calling Assurance on a Month-to-Month basis at prices as shown in paragraph A3.46.2.
- E. Normally applicable service charges (i.e. line connection charges) will not apply for lines included in this offering.
- F. This offering is only available to single location subscribers and only one package is permitted per location.
- G. This offering may not be used concurrently with any local exchange service term election agreement program or local service promotion unless otherwise stated.
- H. Fees applicable to early termination of an agreement do not apply to the AT&T Business Local Calling Assurance term agreement.

A3.46.2 Rates and Charges

- A. AT&T Business Local Calling Assurance
 - 1. Package includes flat rate business line and specified features

	Monthly Rate	USOC	
(a) Each 1-line package	<i>\$95.00</i>	PGOV1	(1)
(b) Each 2-line package	<i>190.00</i>	PGOV2	(1)
(c) Each 3-line package	<i>285.00</i>	PGOV3	(1)
(d) Each 4-line package	<i>380.00</i>	PGOV4	(1)

Note 1: Effective January 2, 2015, 24-month term agreements are obsolete and no longer available to new or renewing customers.

Note 2: Effective March 1, 2017, 12-month term agreements are obsolete and no longer available to new or renewing customers.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.47 AT&T Business Local Calling (BLC)

A3.47.1 Description

AT&T Business Local Calling (BLC) is an optional business package that provides multiple line option packages which include varying combinations of a network access line, unlimited local usage, select calling features and hunting/grouping service (optional). Additional calling feature options are also available.

A3.47.2 Terms and Conditions

- A. AT&T Business Local Calling is available to business customers who agree to a 12-Month, 24-Month¹, or 36-Month¹ term and who commit to the line option packages and prices as shown in A3.47.6. Customers may also subscribe to AT&T Business Local Calling on a Month-to-Month basis at prices as shown in A3.47.6.
- B. AT&T Business Local Calling is not available on Foreign Exchange Service, WATS access lines, PBX Trunks, Centrex, ISDN, PRI, 800/900 Service, Hot Line or Coin Services.
- C. AT&T Business Local Calling is only available where facilities and equipment permit.
- D. All lines in an AT&T Business Local Calling account must be subscribed to a line option package as listed in A3.47.6. Multiple options per account are permissible.
- E. Lines subscribed to AT&T Business Local Calling cannot be subscribed to any other optional local calling plan.
- F. An AT&T Business Local Calling plan is not transferable to, nor may it be assumed by, a customer or customers other than the customer of record.
- G. Volume Price Level rates as listed in A3.47.6 will apply for the life of the term plan based on the number of lines subscribed to on the initial order.
- H. AT&T Business Local Calling line option packages contain certain core components as well as a variety of optional components. Optional components are included in the AT&T Business Local Calling line option prices and are activated at the customer's discretion. There is no reduction in price for any optional feature not activated. Optional features selected for activation by the customer are provided on a per line basis. Core components are not optional and cannot be removed from the package.
- I. Certain standalone calling features not designated as either core or optional components in any line option package may be added on an a la carte basis at the rate listed in A3.47.6. These standalone calling features are limited to Three-Way Calling, Call Forwarding Variable, Remote Access Call Forwarding Variable, Call Waiting, Speed Calling 30, Repeat Dialing, Call Return, and Call Block. Other standalone features may be added on an a la carte basis at their individual rates listed in the Guidebook.
- J. A customer may subscribe to multiple agreements for AT&T Business Local Calling at the same time, but a telephone number may only be included under one agreement.
- K. There is no nonrecurring service charge or set-up charge to establish an AT&T Business Local Calling account.
- L. Customers will receive a waiver of normally applicable service ordering and Line Connection nonrecurring charges (NRCs) associated with the establishment of all local exchange access lines that are subscribed to AT&T Business Local Calling, as well as a waiver of NRCs, if applicable, associated with calling features ordered at the time of initial subscription to AT&T Business Local Calling. Service charges associated with changing to/from hunting service, if applicable, will also be waived for AT&T Business Local Calling customers. Standard NRCs will apply to standalone features added to an existing AT&T Business Local Calling account when such features are added subsequent to the initial subscription. This waiver of NRCs is not applicable for customers subscribing to a Month-to-Month plan or when moving or transferring their telephone service as described in A3.47.2.Q.

Note 1: Effective September 1, 2014, customers with 1-19 lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 1-19 lines may not be renewed or extended for a term greater than 1 year.

(M)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.47 AT&T Business Local Calling (BLC) (Cont'd)

A3.47.2 Terms and Conditions (Cont'd)

- M. Customer may purchase a Business Local Calling 1-19 line package for a 12-month term via a written or oral agreement. The agreement will automatically renew in successive 12-month terms unless, prior to expiration of the then-existing term, either party (Customer or Company) provides the other 30-days written notice that it does not wish to renew the agreement.¹ Absent such notification, a new 12-month agreement subject to the same rates, terms and conditions will commence on the expiration date of the then-current term. (C)

When Business Local Calling 1-19 line package is purchased as part of a Bundle Offer (i.e. an offer for the purchase of multiple AT&T services at a discount), the customer agrees to maintain the Bundle Offer for the applicable term. The price of the Business Local Calling service portion of the Bundle is valid until one of the following events occurs, at which time the price will increase: (1) the term of the Bundle Offer expires; (2) customer changes the Business Local Calling service address; or (3) customer drops one of the AT&T services in the Bundle Offer. If the customer is no longer eligible for the Bundle Offer price for the reasons described above, but has time remaining on the Bundle Offer term, the price for the Business Local Calling service will increase to the then-existing 12-month term price.

- N. Applicable local, state, and federal charges; taxes; 911 fees; and the End User Common Line charge are in addition to the line option prices listed in A3.47.6.
- O. If a customer does not commit to a new term plan or an alternate plan by the last date of the existing term plan, the customer's existing AT&T Business Local Calling plan, discounts and rates will terminate and the customer's services will be billed at the Month-to-Month rates as shown in A3.47.6 following. AT&T Business Local Calling will also be available on a Month-to-Month basis without having previously subscribed to a term plan. Month-to-Month prices will be subject to Company-initiated price adjustments.
- P. Lines subscribed to an AT&T Business Local Calling account cannot be placed on customer-initiated temporary suspension.
- Q. AT&T Business Local Calling customers with 1-19 initial line agreements who request a move or transfer of their telephone service either within the same premises or from one premises to another will be charged a one-time \$20 per line Service Order and Line Connection Charge for a maximum of 4 lines per move or transfer. This charge will not apply if the move or transfer is within 90 days of term expiration and the customer agrees to a new AT&T Business Local Calling agreement.
- R. AT&T Business Local Calling customers may combine subscribed lines from any state where an AT&T ILEC provides local service and where the AT&T Business Local Calling plan is available, into one agreement to meet line commitments.
- S. Each business customer may establish multiple 1-19 line AT&T Business Local Calling agreements, but will be limited to a maximum of one 20+ line AT&T Business Local Calling agreement at any given time. The total number of lines subscribed under all agreement types combined is limited to 35,000 per customer. This limitation applies for each business customer across all states where an AT&T ILEC provides local service and where AT&T Business Local Calling is also available.

A3.47.3 Line Option Packages

- A. "Unlimited A" (Option A)

Core Components: network access line, unlimited local usage, Caller ID – Deluxe or Enhanced, Three Way Calling, and either Call Forwarding Variable or Remote Access Call Forwarding Variable.

Optional Components: Call Waiting, Speed Calling 30, Call Return, Repeat Dialing, Call Block, Call Forwarding Busy Line, Call Forwarding Don't Answer, Message Waiting Indicator, and Hunting/Grouping service.

- B. "Unlimited B" (Option B)

Core Components: network access line, unlimited local usage, Caller ID – Deluxe or Enhanced.

Optional Components: Call Forwarding Busy Line, Call Forwarding Don't Answer, Message Waiting Indicator, and Hunting/Grouping service.

A3.47.4 Termination Liability and Shortfall

Except as provided for elsewhere in this Guidebook, customers who terminate their entire AT&T Business Local Calling account prior to completion of the selected term period are subject to termination charges. Termination charges are equal to \$15.00 times the number of months remaining on the term commitment times the number of lines subscribed to on the initial order.

- Note 1:** Effective June 19, 2019, new 12-month terms will no longer automatically renew, 12-month term plans existing prior to June 19, 2019 will auto-renew until such time as either party (Customer or Company) provides the other 30-days written notice that it does not wish to renew the agreement, per paragraph A3.47.2M. (N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.47 AT&T Business Local Calling (BLC) (Cont'd)

A3.47.4 Termination Liability and Shortfall (Cont'd)

- B. Termination charges are not applicable if, during the term period:
 1. the customer converts to another Company access and local usage plan with a term equal to or greater than the time remaining on the AT&T Business Local Calling term plan. For 20+ line agreements the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify; or
 2. the customer converts to an upgraded technology with the Company (e.g., network access lines to PBX Trunks, Centrex, ISDN) and commits to a term equal to or greater than the time remaining on the AT&T Business Local Calling term plan. It is at the Company’s sole determination whether a product change satisfies the requirements for waiver of the termination liability under this clause; or
 3. the customer chooses to terminate their agreement and to negotiate a new AT&T Business Local Calling agreement with a term period greater than the time remaining on the existing AT&T Business Local Calling agreement. The new service agreement will be based on the term plan rates in effect at the time of establishing the new agreement. For 20+ line agreements the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify.
 4. An AT&T ILEC Service (referred to as the “Terminated ILEC Service”) provided under an AT&T Business Local Calling Agreement is migrated to a qualifying AT&T Business Voice over IP (VoIP) Service or to a qualifying AT&T Mobility Service (referred to collectively as the “Replacement Service”), then the Early Termination Charge associated with the Terminated ILEC Service will be waived provided:
 - a. the Terminated ILEC Service has been installed at the Customer site for no fewer than 3 months;
 - b. the Term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service;
 - c. the Replacement Service is installed or available at the same Customer sites as the Terminated ILEC Service;
 - d. the Replacement Service is contracted for in the same relative quantity(ies) as those Terminated ILEC Services being displaced; and
 - e. activation of the Replacement Service at the Customer sites or for Customer use at such Customer Sites occurs within 90 days of termination of the ILEC Service at that site.

It is at the Company’s sole discretion whether a product change satisfies these requirements.

- C. For customers who initially subscribe to 20+ lines: in any month during the term of an AT&T Business Local Calling agreement if the customer’s total number of subscribed lines falls below 80% of the number of lines subscribed to on the agreement, then a shortfall adjustment charge will be applicable and will appear on the customer’s bill for each of those months. This shortfall adjustment charge is equal to \$10.00 times the number of lines below the 80% requirement.

A3.47.5 References

The AT&T Business Local Calling plan components are provided in accordance with the Terms and Conditions of their applicable Guidebook sections except as noted in Sections A3.47.2 and A3.47.6.

A3.47.6 Prices

- A. Service Elements

<u>Volume Price Level</u>	<u>Line Option</u>	<u>Term & Volume Monthly Prices</u>			<u>Month-to-Month</u>	
		<u>1-Year</u>	<u>2-Year¹</u>	<u>3-Year¹</u>		
(a) 1-19 Lines	Option A	\$80.00	\$44.00	\$43.00	\$175.00	(1)
	Option B	75.00	39.00	38.00	175.00	(1)
(b) 20+Lines	Option A	44.00	38.00	37.00	175.00	(1)
	Option B	39.00	33.00	32.00	175.00	(1)

Calling Features listed in A3.47.2.I, per feature, per line Monthly Rate
\$3.00

Note 1: Effective September 1, 2014, customers with 1-19 lines may not establish new term plans greater than 1-year for Business Local Calling, and existing term plans for customers with 1-19 lines may not be renewed or extended for a term greater than 1 year.