



Payphone Service Provider's Handbook

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Contents

Subject	Page
Introduction	1
Purpose	1
Version Information	1
1. General Information	3
1.1 Updates to the Handbook	3
1.1.1 How to Receive Updates.....	3
1.2 Payphone Service Provider Service Center (PSPSC)	3
1.2.1 Purpose.....	3
1.2.2 Responsibility.....	3
1.2.3 Organization.....	3
1.2.4 Hours of Operation.....	4
1.2.5 Holidays Observed.....	4
1.3 Helpful Numbers and Information	4
1.3.1 Dialing Plan Information.....	4
1.3.2 Federal Communications Commission.....	5
1.3.3 Payphone Service Providers Account Team.....	5
1.3.4 Public Service Commissions.....	5
1.3.5 Tariffs.....	5
1.3.6 Payphone Service Provider Repair Center.....	5
1.3.7 Organization.....	6
1.4 AT&T Notification to Payphone Service Providers	6
1.4.1 Carrier Notifications.....	6
1.4.2 Customer Newsletters.....	6
2. AT&T Service Area	7
2.1 Service Area Information	7
2.1.1 Overview.....	7
2.1.2 AT&T Regional Central Office Codes.....	7
2.2 NPA / NXX Additions and Deletions	7
2.2.1 Notification of New, Deleted and Modified Area Codes & Exchange Codes in the North American Numbering Plan.....	7
2.2.2 Publication.....	8
2.2.3 Ordering Information.....	8
2.3 Exhibit A	9
3. Authorization Requirements	10
3.1 Agency Authorization Agreements	10
3.1.1 Definition.....	10
3.1.2 Types of Agency Authorization.....	10
3.2 Customer Agency Authorization	10
3.2.1 Definition.....	10
3.2.2 Requirements.....	10
3.2.3 Exhibit.....	11

4.	Service Order Procedures	12
4.1	Placing a Service Order	12
4.1.1	Who May Place an Order.....	12
4.1.2	Mail in.....	12
4.1.3	Telephone.....	12
4.1.4	Hand Delivered.....	12
4.1.5	Facsimile.....	13
4.1.6	Internet Payphone Store.....	13
4.2	Documents Needed To Order the Connection of a Public Access Line Service	13
4.3	Certification	14
4.3.1	Definition.....	14
4.3.2	Requirement.....	14
4.3.3	Certification Process.....	14
4.3.4	Proof of Certification.....	14
4.4	Security Requirements	14
4.4.1	Security.....	14
4.4.2	Deposits.....	14
4.5	Credit Profile Form	15
4.5.1	Purpose.....	15
4.6	Checklist for Public Access Line Installation	15
4.6.1	Purpose.....	15
4.6.2	Processing Requests.....	16
4.6.3	Telephone Requests.....	16
4.6.4	Payphone Service Request Checklist For Public Access Line/SmartLine Installation RF-4133	16
4.7	Instructions for Completing Checklist	16
4.8	Surety Bond	22
5.	Options	24
5.1	Line Types and Features	24
5.1.1	Availability.....	24
5.1.2	Two Way & Outward Only.....	24
5.1.3	Unrestricted Line.....	24
5.1.4	Restricted Line.....	24
5.1.5	Billed Number Screening.....	24
5.1.6	Operator Screening.....	24
5.1.7	International Call Blocking.....	25
5.1.8	Usage Sensitive Three-Way Calling.....	25
6.	Installation and Repair Procedures	26
6.1	Installation Procedures	26
6.1.1	Overview.....	26
6.1.2	Network Interface Placement.....	26
6.1.3	Network Interface Requirements.....	27
6.1.4	Optional Services.....	27
6.2	Installation Scheduling (Due Dates)	27
6.2.1	Due Date Guide.....	27
6.2.2	Select Due Date Areas.....	27
6.2.3	Due Date Intervals.....	27
6.2.4	Expedited Service Request.....	27
6.3	Order Changes and Cancellations	28
6.3.1	Notification.....	28

6.4	Missed Appointments	28
6.4.1	Site Preparation.....	28
6.4.2	Rescheduling Due Dates.....	28
6.4.3	Other Missed Appointments.....	28
6.5	Repair Procedures	28
6.5.1	Reporting Trouble.....	28
6.5.2	Payphone Service Provider Repair Center.....	29
7.	Directory Listings and Delivery	30
7.1	Directory Listings	30
7.1.1	Responsibility.....	30
7.1.2	Types of Directory Listings Available.....	30
7.1.3	Yellow Pages Listing.....	30
7.2	Directory Delivery	30
7.2.1	Directory Delivery.....	30
7.2.2	Bulk Delivery.....	30
8.	Choosing a Long Distance Company	32
8.1	Presubscription	32
8.1.1	Definition.....	32
8.1.2	Access Codes.....	32
8.1.3	Reaching an Operator.....	32
8.1.4	Presubscription for New Customer Services.....	32
8.1.5	Selecting None or Undecided.....	32
8.1.6	Restricting Carrier Changes.....	32
8.1.7	Change Charge.....	33
8.1.8	Presubscription Decision & Processing an Order.....	33
8.1.9	Primary Interexchange Carrier (PIC) Requests.....	33
8.1.10	Choices for Long Distance Presubscription.....	33
8.1.11	Selection Without Charges.....	34
8.1.12	Local Primary IntraLATA Carrier (LPIC) Requests.....	34
8.1.13	PIC, IntraLATA Request.....	34
8.1.14	Letter of Agency Exhibit.....	35
8.2	Monthly Billing	36
8.2.1	Responsibility.....	36
8.2.2	Billing Cycle.....	36
8.2.3	Monthly Statement.....	36
8.2.4	Types of Monthly Billing.....	36
8.2.5	Additional Service Feature Charges.....	36
8.2.6	General Tax Information.....	37
8.3	Payments	37
8.3.1	Overview.....	37
8.3.2	Past Due Charges.....	37
8.3.3	Making Payments.....	37
8.3.4	Late Payment Charges.....	37
8.3.5	Returned Checks & Bank Drafts.....	38
8.4	Long Distance Charges	39
8.4.1	Open Billing Agreements.....	39
8.4.2	Toll Credit Limit.....	39
8.5	Exhibit 1	40

9.	Fraud	45
9.1	Limitations On The Prevention Of Secondary Dial Tone Reorganization	45
9.1.1	Limitations On The Prevention Of Secondary Dial Tone Reorientation	45
9.1.2	Limitations by Switch Type.....	45
9.1.3	Telephone Number Line Range Restriction.....	46
10.	Glossary	47
10.1	Glossary	47
11.	Alabama	51
11.1	Payphone Access Line Service Rates	51
11.1.1	Rate Basis.....	51
11.1.2	Tariff.....	51
11.2	Payphone Association	51
11.2.1	Definition.....	51
11.3	Basic Monthly Rate and Line Feature Options	51
11.3.1	Monthly Rate.....	51
11.3.2	Line Feature Options.....	51
11.4	Extended Local Calling Plan	52
11.4.1	Description.....	52
11.4.2	Extended Local Calling Plan Area and Rates	52
11.5	Service Charges	52
11.5.1	New Installation & Change Request.....	52
11.5.2	Optional Services.....	53
11.6	Other Charges	53
11.6.1	Monthly Charges	53
11.6.2	Directory Assistance	53
11.6.3	Operator Service Charges.....	54
11.7	SmartLine Service	54
12.	Florida	55
12.1	Payphone Access Line Service Rates	55
12.1.1	Rate Basis.....	55
12.1.2	Tariffs.....	55
12.2	Payphone Association	55
12.2.1	Definition.....	55
12.3	Basic Monthly Rate and Line Feature Options	55
12.3.1	Monthly Rate	55
12.3.2	Line Feature Options.....	56
12.4	Local Calling Plus	56
12.4.1	Description.....	56
12.4.2	Rates and Exchanges.....	56
12.5	SmartLine Service	56
12.6	Answer Supervision	57
12.6.1	Description.....	57
12.7	Public Set Use Fee (SUF)	57
12.7.1	Description.....	57
12.8	Local Usage Detail	57
12.8.1	Description.....	57
12.9	Service Charges	57
12.9.1	New Installation & Change Request.....	57

12.9.2	Optional Services.....	58
12.10	Other Charges	58
12.10.1	Monthly Charges.....	58
12.10.2	Directory Assistance.....	58
12.10.3	Operator Service Charges.....	58
13.	Georgia	60
13.1	Payphone Access Line Service Rates	60
13.1.1	Rate Basis.....	60
13.1.2	Tariffs.....	60
13.2	Payphone Association	60
13.2.1	Definition.....	60
13.3	Basic Monthly Rate and Line Feature Options	60
13.3.1	Monthly Rate.....	60
13.3.2	Line Service Feature Options.....	61
13.4	Service Charges	62
13.4.1	New Installation & Change Request.....	62
13.4.2	Optional Services.....	62
13.5	Other Charges	62
13.5.1	Monthly Charges.....	62
13.5.2	Directory Assistance	63
13.5.3	Operator Service Charges.....	63
13.6	SmartLine Service	63
14.	Kentucky	64
14.1	Payphone Access Line Service Rates	64
14.1.1	Rate Basis.....	64
14.1.2	Tariffs.....	64
14.2	Payphone Association	64
14.2.1	Definition.....	64
14.3	Basic Monthly Rate & Line Feature Options	64
14.3.1	Monthly Rate.....	64
14.3.2	Line Feature Options	65
14.4	Service Charges	65
14.4.1	New Installation & Change Request.....	65
14.4.2	Optional Services.....	65
14.5	Other Charges	66
14.5.1	Monthly Charges.....	66
14.5.2	Directory Assistance	66
14.5.3	Operator Service Charges.....	66
14.6	SmartLine Service	67
15.	Louisiana	68
15.1	Payphone Access Line Service Rates	68
15.1.1	Rate Basis.....	68
15.1.2	Tariffs.....	68
15.2	Payphone Association	68
15.2.1	Definition.....	68
15.3	Basic Monthly Rate & Line Feature Options	68
15.3.1	Basic Monthly Rate	68
15.3.2	Line Feature Options.....	69

15.4	Service Charges	69
15.4.1	New Installation & Change Request.....	69
15.4.2	Optional Services.....	69
15.5	Other Charges	70
15.5.1	Monthly Charges.....	70
15.5.2	Directory Assistance	70
15.5.3	Operator Service Charges.....	70
15.6	SmartLine Service	71
16.	Mississippi	72
16.1	Payphone Access Line Service Rates	72
16.1.1	Rate Basis.....	72
16.1.2	Tariffs.....	72
16.2	Payphone Association	72
16.2.1	Definition.....	72
16.3	Basic Monthly Rate & Line Feature Options	72
16.3.1	Monthly Rate.....	72
16.4	Line Feature Options	73
16.5	Area Calling Plan Service	73
16.5.1	Description of Service.....	73
16.5.2	Economy Service Tariff Reference A3.2.9	73
16.5.3	Standard Service Tariff Reference A3.2.9	73
16.5.4	Local Calling Rates Tariff Reference A3.2.9.....	74
16.5.5	Discount Periods Tariff Reference A3.2.9.....	74
16.6	Enhanced Area Calling Plan	74
16.6.1	Description of Service Tariff Reference A3.2.9.....	74
16.6.2	Economy Service.....	74
16.6.3	Standard Service.....	75
16.7	Service Charges	75
16.7.1	New Installation & Change Request.....	75
16.7.2	Optional Services.....	75
16.8	Other Charges	76
16.8.1	Monthly Charges.....	76
16.8.2	Directory Assistance	76
16.8.3	Operator Service Charges.....	76
16.9	SmartLine Service	76
16.10	Local Usage Detail (LUD)	77
16.10.1	Description	77
17.	North Carolina	78
17.1	Payphone Access Line Service Rates	78
17.1.1	Rate Basis.....	78
17.1.2	Tariffs.....	78
17.2	Payphone Association	78
17.2.1	Definition.....	78
17.3	Monthly Rate and Line Feature Options	78
17.3.1	Monthly Rate.....	78
17.3.2	Line Feature Options.....	79
17.4	Service Charges	80
17.4.1	New Installation & Change Request.....	80
17.4.2	Optional Services.....	80

17.5	Other Charges	80
17.5.1	Monthly Charges	80
17.5.2	Directory Assistance	81
17.5.3	Operator Service Charges.....	81
17.6	SmartLine Service	81
17.7	Local Usage Detail (LUD)	81
17.7.1	Description	81
18.	South Carolina	82
18.1	Payphone Access Line Service Rates	82
18.1.1	Rate Basis.....	82
18.1.2	Tariffs.....	82
18.2	Payphone Association	82
18.2.1	Definition.....	82
18.3	Monthly Rate and Line Feature Options	82
18.3.1	Monthly Rate.....	82
18.3.2	Line Feature Options.....	83
18.4	Service Charges	83
18.4.1	New Installation & Change Request.....	83
18.4.2	Optional Services.....	84
18.5	Other Charges	84
18.5.1	Monthly Charges.....	84
18.5.2	Directory Assistance	84
18.5.3	Operator Service Charges.....	84
18.6	SmartLine Service	85
19.	Tennessee	86
19.1	Payphone Access Line Service Rates	86
19.1.1	Rate Basis.....	86
19.1.2	Tariffs.....	86
19.2	Payphone Association	86
19.2.1	Definition.....	86
19.3	Basic Monthly Rate and Feature Options	86
19.3.1	Monthly Rate.....	86
19.3.2	Line Feature Options.....	86
19.4	Service Charges	87
19.4.1	New Installation & Change Request.....	87
19.4.2	Optional Services.....	87
19.5	Other Charges	88
19.5.1	Monthly Charges.....	88
19.5.2	Directory Assistance	88
19.5.3	Operator Service Charges.....	88
19.6	SmartLine Service	88
19.7	Local Usage Detail (LUD)	89
19.7.1	Local Usage Detail (LUD).....	89

Introduction

Purpose

This handbook is provided by AT&T to you, our customer, for your exclusive use and assistance. It is in no way intended to create a binding agreement. The terms and conditions under which AT&T provides telecommunications services are set forth in the Company's tariffs, which have been filed with and approved by each state's Public Service Commission. Nothing in this handbook is intended to supersede the requirements outlined in the state-specific tariffs. Please refer to each [state's tariff](#) for more comprehensive information.

Version Information

Replaced pictures of webforms that could be outdated with links to the external forms page. Linked to page instead of directly to form in case user does not have Active X controls loaded and needs to see the instructions first. Also replaced most instances of BellSouth Telecommunications, BellSouth, and BST with AT&T.

TABLE A. Revision History

Chapter	Date/Issue	Description	Change Requested By / Made By / Posted By
Various	August 7, 2007 / 10a	Replaced most instances of BellSouth Telecommunications, BellSouth, and BST with AT&T.	Charles Cash / M. Laney / M. Laney
4.5.1 and 4.6.4	August 7, 2007 / 10	Replaced pictures of webforms that could be outdated with links to the external forms page. Linked to page instead of directly to form in case user does not have Active X controls loaded and needs to see the instructions first.	Charles Cash / M. Laney / M. Laney
New section under helpful numbers	September 10, 2004 / 9c	Added Account Team section under Federal Communication Commission	
Definition Notification of New, Deleted and Modified Area Codes & Exchange Codes in the North American Numbering Plan Organization Payphone Service Provider Repair Center Organization	August 30, 2004 / 9b	Corrected number for assistant manager changed the payphone associations president Corrected Repair center number and added web address	

Chapter	Date/Issue	Description	Change Requested By / Made By / Posted By
Letter of Agency Exhibit	July 15, 2004 / 9a	Added ref id to Letter of Agency section	
General Maintenance	March 19, 2004 / 9	Updated Payphone Service Center telephone numbers	
Payphone Service Request — Checklist For Public Access Line/ SmartLine Installation – RF-4133	August 7, 2003 / 8b	Updated graphics of RF- 4133	
Tennessee, Alabama, Mississippi, and Louisiana	March 31, 2003 / 8a	Updated Association contacts	
AL, FL, GA, KY, LA, MS, NC, SC, TN	February 26, 2003 / 8	Inserted id's for each state	
General Maintenance	December 16, 2002 / 7b	General Maintenance throughout document	
General Maintenance	June 10, 2002 / 7a	General Maintenance throughout document	
NPA/NXX, Dialing Plan	February 25, 2002 / 7	Updated Telcordia's contact information	
General Maintenance	December 3, 2001 / 6b	General Maintenance throughout document	
Service Order Procedures	August 23, 2001 / 6a	Updated Payphone Service Request — Checklist For Public Access Line/SmartLine Installation – RF-4133 Form	
Repair Center Hours of Operation PSPSC Organization KY Late Payment LA Payphone Assoc	May 31, 2001 / 6	Modified Information	

1. General Information

1.1 Updates to the Handbook

1.1.1 How to Receive Updates

This handbook may be reproduced only for your Company's own exclusive use and should be retained for future reference. The handbook is reviewed and updated semi-annually in June and December. Revised Sections are identified in the Version Information section of the Introduction chapter.

1.2 Payphone Service Provider Service Center (PSPSC)

1.2.1 Purpose

The purpose of the PSPSC is to provide a central point of contact to which Payphone Service Providers (PSPs) place orders for AT&T tariffed services, when such services are to be associated with Public Access Line Service Offerings.

Optional services are not a requirement of basic service installations. Optional services can be canceled without a cancellation charge.

1.2.2 Responsibility

The PSPSC is your point of contact for any matter related to Public Access Line Service. The PSPSC will also attempt to direct you to the appropriate person or department for assistance with matters outside the scope of services provided by the PSPSC .

Most trouble reports should be called directly to the AT&T Payphone Service Provider Repair Service Center. Repair Center telephone numbers and the procedures for reporting trouble are located in the Repair Procedures Section of this handbook.

The PSPSC provides the following services for its customers:

- Provide rates and other information for AT&T services
- Negotiate and coordinate all service order activity
- Handle tariff violations as directed by each state's Public Service Commission

1.2.3 Organization

ADDRESS AND TELEPHONE NUMBERS	MANAGER	ASSISTANT MANAGERS
PSPSC AT&T 600 N 19th St 15th floor Birmingham, AL 35203 Toll Free Telephone Number within AT&T Region: 888-557-0667 Outside AT&T Region 800-786-7619 Toll Free FAX Number within AT&T Region: 888 291-2191 Outside AT&T Region (charges apply) 205-321-2191	Pam Pass 205 714-0031	Dwain Boswell 205 714-0059

1.2.4 Hours of Operation

8:00 a.m. to 4:30 p.m. (CST) Monday - Friday

1.2.5 Holidays Observed

New Years Day
 Memorial Day
 Independence Day
 Labor Day
 Thanksgiving Day
 Day after Thanksgiving
 Christmas Day

In some areas other local holidays may be observed. Please contact the PSPSC for details.

1.3 Helpful Numbers and Information

1.3.1 Dialing Plan Information

Telephone Number 732-699-6700
Facsimile Number 732-336-6999
www.trainfo.com

Mailing Address
 Telcordia's Traffic Routing Administration

Room 3N141
8 Corporate Place
Piscataway, NJ 08854

1.3.2 Federal Communications Commission

Telephone Number 202 632-7553

Mailing Address

Informal Complaints & Public
Inq. Enforcement Division
Common Carriers Bureau
Federal Communications Comm.
1919 M. Street
Washington, D.C. 20554

1.3.3 Payphone Service Providers Account Team

Account Manager John Brasfield
202 321-2010

Fax number

205 321-4917

Email Address

john.brasfield@bellsouth.com

Network Service Engineer II Terri Cobb
202 321-7745

Fax number

205 321-4917

Email Address

terri.cobb@bellsouth.com

1.3.4 Public Service Commissions

The Web Site for each state's Public Service/Utilities Commission can be accessed through the [AT&T Interconnection Services](#) home page under Industry Links.

1.3.5 Tariffs

Tariffs can be accessed through [AT&T Tariff Documents](#)

1.3.6 Payphone Service Provider Repair Center

Hours of Operation:

Monday through Friday: 7:00 a.m. — 5:30 p.m. Central

Saturday: 8:00 a.m. — 4:00 p.m. Central

Sunday and Holidays — Closed

Service Area	Telephone Number
South Central Bell and Southern Bell	
Note: All Payphone Vemdors must provide the location name and address for the telephone number they are reporting.	
All States*	888 462-8033
Web Address for repair escalatons	http:// www.interconnection.bellsouth.com/ centers/html/cwinndatl.html

1.3.7 Organization

Address	Manager
575 Morosgo Dr. NE Atlanta, GA 30324	John J. Black 404 685-7660

1.4 AT&T Notification to Payphone Service Providers

AT&T Interconnection Services has two primary means for notifying customers of changes and Updates.

1.4.1 Carrier Notifications

Carrier Notifications can be accessed through [AT&T Interconnection Services](#) home page by clicking on the “Notifications” button. PSPs should refer to this web site frequently for notification about important changes that impact their business. Any notification addressed to “PSP” or “All Interconnection Services Customer” (“ALL”) is of interest to PSPs. The benefit of utilizing the AT&T Interconnection Services web site to review notifications ensures timely receipt of import information to all customers.

1.4.2 Customer Newsletters

Customer Newsletters can be accessed through [AT&T Interconnection Services](#) home page by clicking on the “New and Events” button.

2. AT&T Service Area

2.1 Service Area Information

2.1.1 Overview

LATA maps, which illustrate the geographic areas in which AT&T provides local exchange telephone service are filed as tariff supplements with the appropriate state regulatory agency. LATA maps can also be found on the Internet at: [Payphone Service Providers Lata Maps](#)

2.1.2 AT&T Regional Central Office Codes

Notification of additions and deletions of NXXs in the AT&T calling areas is provided in a monthly bill insert. PSPs having AT&T Payphone Access Line Service will receive this information along with their regular monthly telephone bill.

2.2 NPA / NXX Additions and Deletions

2.2.1 Notification of New, Deleted and Modified Area Codes & Exchange Codes in the North American Numbering Plan

In response to industry requests, Telcordia's Traffic Routing Administration organization has developed an "NPA/NXX Activity Guide"(NNAG) which provides an abbreviated summary for only the new, deleted and modified area codes and exchange codes in the North American Numbering Plan. This activity guide incorporates the changes in dialing procedures resulting from the introduction of interchangeable central office and NPA codes.

There is also a Local Exchange Routing Guide (LERG) which identifies Wireless Exchanges. The LERG provides NPA/NXX information designed for Land to Mobile (LTM) service options.

The NPA/NXX Activity Guide, which is issued on a monthly basis, includes planned area code and exchange code additions, deletions and modifications.

Payphone Service Providers (PSPs) may purchase the NNAG or LERG Guides on a monthly or annual basis. A portion of Telcordia's September, 1990 NNAG is included in this chapter of the handbook (Exhibit A) for your information.

The NNAG and LERG are copyrighted by Telcordia which retains title to the intellectual property contained in the guides. As such, the NNAG and LERG materials shall not be copied by the purchaser or released without written permission of Telcordia.

Notification of new, deleted and modified area code and exchange codes are also provided on the Carrier Notifications which can be accessed through the [AT&T Interconnection Services](#) Web site under "Carrier Notifications". PSPs should check this site frequently for updates regarding area code changes.

2.2.2 Publication

The NNAG is published monthly on the first day of Schedule the month. It reflects all data input to the database by the Local Exchange Companies through the last work day of the previous month. Generally, new NXXs in an existing NPA are input at least 60 days prior to their effective date, and NXXs in new NPAs are input six months in advance.

2.2.3 Ordering Information

The Telecordia Technologies web site with information regarding the LERG and NNAG can be accessed through the [AT&T Interconnection Services](#) Web site under Industry Links.

Questions or comments concerning this Guide and ordering information should be directed to:

Telcordia Traffic Routing Administration
8 Corporate Place
Room 3N141
Piscataway, NJ 08854

Phone: 732 699-6700
Fax: 732 336-6999

2.3 Exhibit A

DATE: 09/01/90 SECTION 5 - PAGE: 1

NPA/NXX ACTIVITY GUIDE (NNAG)

NPA	COC	ACT	DATE	COC TYPE	SSC	SW IDENT	EQPT	OCN	LATA	RATE CENTER (RC) FULL NAME	MAJOR RC - VC	MAJOR RC - HC	MINOR RC - VC	MINOR RC - HC	
201	200	E	101390	EOC	N	JRCYNJBRD55	5E	9206	224	JERSEY CITY	05006	01409	NA	NA	
	202	D	060891	PMC	C	NEWKNJNBDS56	DMH	9206	224	NEW BRUNSWICK	05085	01434	NA	NA	
	204	D	060891	EOC	N	BRVLNJBECCG0	1E	9206	224	BERNARDSVILLE	05058	01480	NA	NA	
	205	D	060891	EOC	N	MTCHNJMTD55	DMH	9206	224	METUCHEN	05069	01429	NA	NA	
	206				EOC	N	HBVLNJ01CG0	1E	9206	224	POINT PLEASANT	05117	01328	NA	NA
		M	102890	EOC	N	HBVLNJ01DS5	DMH	9206	224	POINT PLEASANT	05117	01328	NA	NA	
		D	060891	EOC	N	HBVLNJ01DS5	DMH	9206	224	POINT PLEASANT	05117	01328	NA	NA	
	214	D	060891	EOC	N	NEWKNJNBDS58	DMH	9206	224	NEW BRUNSWICK	05085	01434	NA	NA	
	218	D	060891	EOC	N	SOVLNJSMS2A	1E	9206	224	SOMERVILLE	05089	01466	NA	NA	
	219	D	060891	EOC	N	RDBKNJBCG0	1AE	9206	224	RED BANK	05073	01364	NA	NA	
	220	D	060891	EOC	N	NEWKNJNBDS56	DMH	9206	224	NEW BRUNSWICK	05085	01434	NA	NA	
	221	D	060891	EOC	N	BRVLNJBECCG0	1E	9206	224	BERNARDSVILLE	05058	01480	NA	NA	
	222	D	060891	EOC	N	LGBRNJLJED55	DMH	9206	224	LONG BRANCH	05073	01348	NA	NA	
	223	D	060891	EOC	N	MNSQNJ01CG0	2BE	9206	224	MANASQUAN	05111	01332	NA	NA	
	225	D	060891	EOC	N	FRDSNJFRD55	5E	9206	224	METUCHEN	05069	01429	NA	NA	
	229	D	060891	EOC	N	LGBRNJLJED55	DMH	9206	224	LONG BRANCH	05073	01348	NA	NA	
	231	D	060891	EOC	N	SOVLNJSMS2A	1E	9206	224	SOMERVILLE	05089	01466	NA	NA	
	232	D	060891	EOC	N	WSFDNJWSCG0	1AE	9206	224	WESTFIELD	05048	01441	NA	NA	
	233	D	060891	EOC	N	WSFDNJWSCG0	1AE	9206	224	WESTFIELD	05048	01441	NA	NA	
	234	D	060891	EOC	N	BDMNNJ01CG0	1E	9206	224	PEAPACK	05067	01492	NA	NA	
	236	D	060891	EOC	N	LBNNNJXJRS1	RLC	0138	224	LEBANON	06098	01506	NA	NA	
	238	D	060891	EOC	N	SOHVNJSRCG0	1AE	9206	224	SOUTH RIVER	05087	01419	NA	NA	
	240	D	060891	EOC	N	TMRVNJTRCG0	1AE	9206	224	TOMS RIVER	05156	01330	NA	NA	
	241	D	060891	EOC	N	BSLLNJRLDS5	5E	9206	224	ROSELLE	05038	01432	NA	NA	
	244	D	060891	EOC	N	TMRVNJTRCG0	1AE	9206	224	TOMS RIVER	05156	01330	NA	NA	
	245	D	060891	EOC	N	BSLLNJRLDS5	5E	9206	224	ROSELLE	05038	01432	NA	NA	
	246	D	060891	EOC	N	NBWRNJNBCCG0	1AE	9206	224	NEW BRUNSWICK	05085	01434	NA	NA	
247	D	060891	EOC	N	NBWRNJNBCCG0	1AE	9206	224	NEW BRUNSWICK	05085	01434	NA	NA		
248	D	060891	EOC	N	EDSNJEDCCG0	1AE	9206	224	METUCHEN	05069	01429	NA	NA		
249	D	060891	EOC	N	NEWKNJNBCCG0	1AE	9206	224	NEW BRUNSWICK	05085	01434	NA	NA		
251	D	060891	EOC	N	SPWDNJSWDS5	5EH	9206	224	SOUTH RIVER	05087	01419	NA	NA		
254	D	060891	EOC	N	SOHVNJSRCG0	1AE	9206	224	SOUTH RIVER	05087	01419	NA	NA		
255	D	060891	EOC	N	WOVLNJWDS1	DMH	9206	224	POINT PLEASANT	05117	01328	NA	NA		
257	D	060891	EOC	N	SOHVNJSRCG0	1AE	9206	224	SOUTH RIVER	05087	01419	NA	NA		
263				EOC	N	BNTNJBNCG0	1E	9206	224	BOONTON	05009	01483	NA	NA	
	M	121690	EOC	N	BNTNJBND55	5E	9206	224	BOONTON	05009	01483	NA	NA		
264	D	060891	EOC	N	KVPTNJKYCG0	1AE	9206	224	KEYPOHNT	05071	01394	NA	NA		
269	D	060891	EOC	N	EDVRNJ01CG0	2BE	9206	224	TOMS RIVER	05156	01330	NA	NA		
270				EOC	N	EDVRNJ01DS5	DMH	9206	224	TOMS RIVER	05156	01330	NA	NA	
	M	121690	EOC	N	EDVRNJ01DS5	DMH	9206	224	TOMS RIVER	05156	01330	NA	NA		
	D	060891	EOC	N	EDVRNJ01DS5	DMH	9206	224	TOMS RIVER	05156	01330	NA	NA		
271	D	060891	EOC	N	BDBKNJBCG0	1AE	9206	224	BOUND BROOK	05082	01454	NA	NA		

NOTICE

THIS DOCUMENT CONTAINS PROPRIETARY INFORMATION, IS TO BE USED ONLY PURSUANT TO CONTRACT AND CANNOT BE RELEASED WITHOUT WRITTEN PERMISSION OF BELL COMMUNICATIONS RESEARCH, INC.

Figure 1. NPA/NXX Activity Guide (NNAG)

3. Authorization Requirements

3.1 Agency Authorization Agreements

3.1.1 Definition

Agency Authorization is the customer's written permission to allow another party to act for the customer to obtain services and /or information.

3.1.2 Types of Agency Authorization

Agency authorization must be provided to AT&T prior to processing any request for information or service on a customer's account. The proof of agency may be provided in one of the following forms:

- Customer Agency Authorization Letter
- Blanket Agency Agreement

NOTE: AT&T will not disclose any billing or credit information about a customer's account without the written request of that customer. The letter must clearly and specifically state what information can be released and to whom.

3.2 Customer Agency Authorization

3.2.1 Definition

A Customer Agency Authorization is an agreement a customer has with another party, which authorizes this second party to act as the customer's agent for their specified telecommunications requirements.

3.2.2 Requirements

The Customer Agency Authorization Letter must adhere to each one of the following requirements:

- The letter must be legibly written and signed by the customer of record or a person in the company with the authority to act for and obligate the customer to the ordering and billing of charges for service(s) rendered. The PSP must determine that the person who signs the Customer Agency Authorization is acting within the extent of their authority.
- The letter must specify the scope of the agent's authority to act for the customer. The letter must include coverage for either specific requirements (limited) or indicate coverage for all areas of the customer service (general).
- The letter must cover either a specific request, e.g., connect service only, or all requests to connect, disconnect or change the service(s), together with any necessary activity.
- The letter must include permission for the agent to obligate the customer for charges and excuse from any liability for dealing with the agent.
- The letter should be on letterhead stationery of the customer of record, when available.

- The letter should state the location of the telephone service.
- The letter must be dated.
- The letter must state if it is valid for a specific time frame or until revoked.

It is recommended that Customer Agency Authorization letters be carefully prepared, since AT&T will not be able to process the service order or release information until a valid letter is received.

3.2.3 Exhibit:

RF-387.1
(8-97)

Date: _____

BellSouth Telecommunications
15th Floor
600 N. 19th Street
Birmingham, Alabama 35203

Attention: Manager

We have this date entered into a contractual agreement with _____
to act as our communications representative for the period of _____ through _____.

Under the terms of this agreement and by this letter, we do hereby authorize the
_____ to handle all negotiations for service and equipment, and the
issuance of orders on our telephone system at _____,
_____, _____.

In cases where the bill for the service comes directly to me, I understand that this agreement will
obligate me to pay all charges in connection with this service which have been ordered by my agent,
including installation, monthly line charges, and charges for all calls billable to the line in
accordance with BellSouth Telecommunications Inc. tariffs. I will also be responsible for satisfying
any deposit requirements associated with this service. In cases where my representative receives
the bill, they will bear these same responsibilities.

I further agree that BellSouth Telecommunications Inc. shall be relieved of any liability for
following my representatives instructions with respect to the negotiation of new service.

This authorization does not preclude our ability to act in our own behalf when we deem it
necessary.

Your contact at _____ will be _____ who can be
reached on _____.

Company Name

Name of Authorized Representative (Print or Type)

Signature of Authorized Representative

Title

Figure 2. General Agency Authorization Letter

4. Service Order Procedures

4.1 Placing a Service Order

4.1.1 Who May Place an Order

AT&T will accept orders for Public Access Line Service from the business owner or the party responsible for the service. If proper authorization has been received from the appropriate party, AT&T will also accept requests for service from an authorized agent.

Documentation that the appropriate state Public Service Commission certification requirements have been met must be provided to AT&T before a request for new service can be processed.

4.1.2 Mail – in

All documentation, as specified in this chapter, may be mailed to the following address for processing:

**Payphone Service Provider Service Center
AT&T
15th Floor
600 North 19th St.
Birmingham, AL 35203**

There is no limit to the number of orders that may be mailed. Once the PSPSC receives all necessary forms and they are checked for pertinent information, the service order(s) will be generated. The PSPSC will then contact the designated party with an installation or completion date and a tentative telephone number. The PSPSC strives to process service orders by the close of business the day following receipt of all necessary information.

4.1.3 Telephone

Service requests may be placed by calling:

**888 557-0667 (Within AT&T Region)
800 786-7619 (Outside AT&T Region)**

A Checklist for Public Access Line Installation is not required when placing an order by telephone, but all other required documentation (see sections 4.4 and 4.5 in this chapter) must be submitted to the PSPSC before any service order(s) can be generated. Service Representatives are requested to limit service requests to five per telephone call.

Please refer to Chapter 1 of this handbook for information on PSPSC [operating hours and observed holidays](#) .

4.1.4 Hand Delivered

The PSPSC will accept hand delivered service requests during our regular office hours. Your company representatives may make their deliveries, or courier services may be used. Information should be delivered to the information desk in the lobby of the Headquarters building at the following address:

**Payphone Service Provider Service Center
 AT&T
 15th Floor
 600 North 19th St.
 Birmingham, AL 35203**

4.1.5 Facsimile

You may send your service requests to the PSPSC via facsimile machine by dialing the following number(s):

- 888–291–2191 (Within AT&T Region)
- 205 321–2191 (charges apply)

When service requests are faxed, the originals for certain documents may be required to be sent to the PSPSC.

4.1.6 Internet Payphone Store

You may submit service requests via [The Payphone Store](#) . Prior to submitting your requests, AT&T will establish an user identification and password. To request access submit the Payphone Store Access Request Form available from the Payphone Store's Log-In screen.

4.2 Documents Needed To Order the Connection of a Public Access Line Service

IF Order is placed by:	AND Service location belongs to:	THEN Documents needed:
Billed Party	Same	1. Checklist 2. Certification form
Billed Party	Other than Billed Party	1. Checklist 2. Certification form
Other than Billed Party	Other than Billed Party	1. Checklist 2. Customer Agency Authorization from Billed Party 3. Certification form 4. Credit application form or telephone contact*
Other than Billed Party	Billed Party	1. Checklist 2. Customer Agency Authorization from Billed Party 3. Certification form 4. Credit application form or telephone contact*
* The Credit Application may be submitted in lieu of the PSPSC contacting the Billed Party to confirm billing arrangements.		

4.3 Certification

4.3.1 Definition

Certification is the process by which the state PSC/PUC authorizes a PSP to conduct business in a particular state.

4.3.2 Requirement

In all states where PSC/PUC certification is required, AT&T must be advised that the party to be billed for the service has been certified before an installation date can be made.

4.3.3 Certification Process

The PSP should contact the state PSC/PUC to determine the requirements for certification.

4.3.4 Proof of Certification

Proof of certification must be provided to AT&T. AT&T will be unable to provide service to any company not meeting the appropriate PSC/PUC certification process.

4.4 Security Requirements

4.4.1 Security

In order to determine proof of satisfactory credit, AT&T must have specific customer information. Based upon a credit verification, security may be required in the form of:

- Cash Deposits
- Surety Bond
- Bank Letter of Credit
- Other Legal Instrument of Security

AT&T may require an applicant to establish proof of satisfactory credit or pay a deposit and an advance payment prior to installation. AT&T will accept an Irrevocable Bank Letter of Credit or a Surety Bond in lieu of a deposit.

4.4.2 Deposits

A deposit is a sum of money or security obtained from a customer to be held by AT&T to assure payment of an account. Deposits may be requested in connection with either new or existing service as a means of protection against lost revenue. The deposit amount is based on the amount charged for local service and toll usage and is refundable with interest after satisfactory credit is established.

Following is the per line deposit amount:

Term	Definition
Alabama	\$ 75.00
Florida	\$ 75.00
Georgia	\$120.00
Kentucky	\$120.00
Louisiana	\$120.00
Mississippi	\$120.00
North Carolina	\$120.00
South Carolina	\$120.00
Tennessee	120.00

4.5 Credit Profile Form

4.5.1 Purpose

AT&T Interconnection Services Credit Profile must be completed and provided prior to issuance of new service. Please print and complete the form and fax to AT&T Business Credit Management at 404 986-0166.

To access the **RF-3950, Credit Profile Form** go to the WebForms Page of the AT&T Wholesale — Southeast Region website. There you will find a list of forms sorted numerically.

First read the information at the top of the forms page labeled “Webform Instructions (& User Guide).” Then to see the RF-3950 Credit Profile form , scroll down to RF-3950. [Click Here to link to the forms site](#)

AT&T Finance

AT&T's Credit Department may be contacted at 1-888-634-4114 for additional information or questions concerning credit requirements

4.6 Checklist for Public Access Line Installation

4.6.1 Purpose

Due to the length of time required for negotiation and generation of the Public Access Line service order, an optional checklist may be the preferred means of submitting requests for new service. The checklist provides information particular to each location where Public Access Line Service is being ordered. It allows the PSPSC service representative to input your service orders without lengthy telephone contact. In order for AT&T to provide prompt service, it is important that all requests and information provided to the PSPSC be both complete and accurate.

4.6.2 Processing Requests

Requests are processed on a first-come basis. Once the completed forms and all necessary documents are received, the person or entity placing the order will be contacted with the installation date and a tentatively assigned telephone number.

4.6.3 Telephone Requests

Should the service request be placed by telephone, original documentation, as outlined in sections 4.4 and 4.5 of this chapter, and the same detailed information requested in the checklist will be required. The same basic questions must be addressed regardless of a verbal or written service request.

4.6.4 Payphone Service Request — Checklist For Public Access Line/SmartLine Installation – RF-4133

To access the **RF-4133, Checklist For Public Access Line/SmartLine Installation** go to the WebForms Page of the AT&T Wholesale — Southeast Region website. There you will find a list of forms sorted numerically.

First read the information at the top of the forms page labeled “Webform Instructions (& User Guide).” Then scroll down to RF-4133. [Click Here to link to the forms site](#)

4.7 Instructions for Completing Checklist

TABLE B. Instructions for Completing Checklist

Section	No.	Field Identifier	Description	Type*
Section A: Customer Information	1	Billing Name: Billing Address:	Provide billing name and address for party responsible for service. In states requiring certification, the billing party must also be the certified party.	R
---	2	Business Name Listed On Public Service Commission Certification	Provide name under which Public Service Commission certification was acquired. (Not required for Kentucky and Mississippi)	R
---	3	Sole Ownership, Partnership, Corporation, State Of Inc, Year Of Inc	Indicate type of ownership. Provide the state and year in which the business was incorporated.	R
---	4	Name(s), Title(s), Social Security Number(s) & Residence Tel Numbers	Provide the name(s), Social Security Number(s) and residence telephone number(s) of sole owner, partners or corporate officers.	R
---	5	Business Telephone Number (s)	Provide area code and telephone number(s) of other business service.	R
---	6	Other Payphone Service Telephone Number	Provide area code and telephone number of other payphone service.	R
---	7	Year(s) Exper. In Business	Indicate Number of years experience in public payphone business.	R
---	8	Name & Telephone Number Of Person To Contact Concerning: A. Billing Matters B. Orders	Provide name & number of person AT&T may contact concerning service orders and billing matters.	R
Section B: Vendor/Agent Information	9	Company Name: Agent's Name: Agent's Address: Contact Number:	Agent information must be provided when the party making the request for service is not the billed party.	IA

Section	No.	Field Identifier	Description	Type*
---	10	Agency Authorization Is: <ul style="list-style-type: none"> • Attached • Blanket On File 	An Agency Letter for the connection of an Access Line and/or disconnection of AT&T's service is required from the responsible party if an agent will be handling the negotiations with AT&T. Indicate if the appropriate Agency Letter is attached or if a Blanket Agreement has been previously submitted.	IA
Section C: Location & Directory Information	11	Number of Public Access Lines To Be Installed	Indicate how many Public Access Lines are being requested for this location.	R
---	12	If Multiple Lines Requested Does Customer Want	Indicate if a Single Line Account or a Multi Line Account is preferred	O
---	13	Number of SmartLines To Be Installed	Indicate how many SmartLines are being requested for this location.	R
---	14	Telephone Number(s) To Be Removed	Provide telephone number(s) of lines to be removed or disconnected.	IA
---	15	Requested Due Date	Indicate the preferred installation date. Please consult the guide for Installation Scheduling in Chapter 6 of this handbook for additional information.	O
---	16	Location Name: Location Address: Existing Telephone Number (s) at Location	Provide the business name, exact street address, city, state and zip code for the location where service is to be installed. Provide any existing telephone number at location.	R

Section	No.	Field Identifier	Description	Type*
- - -	17	<ul style="list-style-type: none"> • Listed • Non-Listed • Non-published 	<p>Check directory listing preferred:</p> <ul style="list-style-type: none"> • Appears in directory and is given out by Directory Assistance. • Does not appear in directory but is given out by Directory Assistance. • Does not appear in directory and is not given out by Directory Assistance. No additional monthly charge in AL, FL, GA, LA, MS, NC, SC, and TN. 	R
- - -	18	<p>Send Directories To:</p> <ul style="list-style-type: none"> • Location Address • Billing Address • Other 	<p>Indicate preference for directory delivery.</p>	R
- - -	19	Bulk Directory Delivery	<p>A Bulk Directory Request should be submitted to specify the delivery location, which cities directories are needed for, and the number of directories needed. Additional directory delivery information is in Chapter 8.</p>	O
- - -		Request on File	<p>Indicate if the PSPSC or directory delivery group has already been advised of your directory requirements for a sufficient number of directories for this site, or indicate the number needed to establish bulk delivery now.</p>	- - -

Section	No.	Field Identifier	Description	Type*
Section D: Line Information	20	Indicate Line Restrictions Desired: <ul style="list-style-type: none"> • Unrestricted Line • Restricted Line A • Restricted Line B • Two-Way Or Outward Only Service • Touch-Tone Or Rotary Dialing • 900 & 976 Blocking • Operator Screening • International Call Blocking • Inmate Service <p style="margin-left: 40px;">South Carolina only</p> <ul style="list-style-type: none"> • Billed Number Screening • Collect • Third Number <p style="margin-left: 40px;">North Carolina only</p> <ul style="list-style-type: none"> • International Call Blocking • FCC Tariff • GSST Tariff 	Check type of line restrictions desired. Refer to the state specific section in this handbook to verify availability.	R
- - -	21	Indicate Line Features Desired	Select Line Feature: Flat, Usage, or Area Calling	R

Section	No.	Field Identifier	Description	Type*
- - -	22	Long Distance Carrier (PIC)	Indicate Interexchange Carrier desired. Refer to Chapter 8 of this handbook if more detail is needed.	R
- - -	23	Intra-LATA Local Carrier (LPIC)	Indicate Intra-LATA Local Carrier desired. Refer to Chapter 8 of this handbook if more detail is needed.	R
Section E: Wiring Requirements (Past Network Interface)	24	<ul style="list-style-type: none"> • Provided By AT&T: • Jack, Inside Wiring, Inside Wiring 	Indicate if AT&T is to provide wiring by checking yes or no. Indicate if: jack, inside wiring, or both is required.	R
Section F: Equipment Information	25	Interface location	Indicate location of the interface.	R
- - -	26	Set Location: <ul style="list-style-type: none"> • Inside • Outside • Outside Remote • Mast In Place 	Indicate where set is to be placed.	R
Section G: Tax Exemption	27	Tax Exemption	Indicate whether tax exempt. If tax exempt, indicate taxing authorities where exempt. Attach a copy of tax certificate	R
Section H: Premium Plan	28	Premium Plan	Indicate if you want the Premium Plan and your Premium Plan number.	O
Section I: Full Disclosure Statement	29	Full Disclosure Statement	This is a full disclosure statement for optional services.	- - -
Authorization	- - -	Name of Person Issuing Request Date	Indicate the name of the person completing the Checklist and the Date	R
* Information is required (R), optional (O) or if applicable (IA).				

4.8 Surety Bond

RF-2354
(10-2000)

Surety Bond

KNOW ALL PERSONS BY THESE PRESENTS, that _____ (hereinafter referred to as "Principal"), and _____ (hereinafter referred to as "Surety"), a corporation organized and existing under the laws of the State of _____, and duly authorized to conduct and carry on general surety business in the State of Georgia, are held and firmly bound unto BellSouth, Inc. (hereinafter referred to as "BellSouth"), a corporation organized and existing under the laws of the State of Georgia, as Obligee in full and just sum of _____ Dollars (\$ _____) (hereinafter referred to as the "penal amount"), lawful money of the United States of America, for the payment of which sum, well and truly to be made, Principal and Surety hereby bind themselves, their respective heirs, legal representatives, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, Principal has applied for, or contracted for, certain telecommunications services and/or facilities; and

WHEREAS, BellSouth has requested Principal to furnish security for the prompt payment of all amounts billed to Principal by BellSouth for itself or for others (hereinafter referred to as "said charges");

NOW THEREFORE, in consideration of the present forbearance by BellSouth to seek to compel Principal to make a cash deposit as a condition of furnishing such services and or facilities, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Principal and Surety agree as follows: that if Principal shall well and faithfully perform the obligations herein recited and shall promptly pay said charges, then this obligation shall be null and void; but otherwise, this obligation shall remain in full force and effect, and Surety herein agrees to pay said charges within thirty (30) days after written demand by BellSouth to Surety, which demand shall be made only after Principal has failed to pay said charges on or before the due date for said charges, and if payment is not made by Surety within said thirty (30) days, Surety further agrees to pay to BellSouth all of its costs for collection, legal expenses and attorneys' fees paid or incurred by BellSouth in collecting the penal amount or said charges.

This Bond is issued and executed subject to the following conditions:

1. That the term of this Bond shall be indefinite.
2. That Surety reserves the right to cancel this Bond by giving thirty (30) days prior written notice to BellSouth at: Attn.: Sandra Cetti / 35H63; BellSouth Telecommunications, Inc.; 675 West Peachtree Street; Atlanta, GA 30375, and on the effective date of cancellation, Surety is discharged and released from further liability hereunder; it being understood and agreed, however, that Principal and Surety will be liable for up to the penal amount for any and all of said charges accruing up to the effective date of cancellation.
3. The liability of Surety for the penal amount shall be direct and primary and BellSouth may collect the penal amount without proof that Principal is insolvent or unable to pay said charges.
4. An increase or decrease in the type, volume and charges for telecommunications services and/or facilities, either with or without Surety's knowledge, shall in no event affect the penal amount of this Bond or Surety's obligations under this Bond.

Figure 3. Surety Bond (Page 1) RF-2354

RF-2354
(10-2000)

5. No extension, modification, or other alteration of payment terms or arrangements, either with or without Surety's knowledge, shall affect Surety's liability hereunder.

6. The posting of this Bond shall not affect the right of BellSouth to require any additional or increased security of Principal, or to exercise any remedy it may have under contract or its lawfully filed tariffs, and Surety hereby waives notice of any such additional or increased security or exercise of such remedy. A requirement of additional or increased security from Principal or exercise of any remedy against Principal under contract or BellSouth's lawfully filed tariffs shall in no event affect the penal amount of this Bond.

7. The laws of the State of Georgia shall govern the validity, construction, interpretation, and performance of this Agreement. The jurisdictional venue for any legal proceedings involving this Agreement shall be held in any applicable local, state or federal court located within the State of Georgia.

8. Surety expressly waives the following:

(a) Notice of the acceptance of this Bond by BellSouth.

(b) Notice of the amount of indebtedness now existing or which may hereafter exist, from time to time.

(c) Notice of the type, volume and charges for the telecommunications services and/or facilities requested by Principal, and any increase or decrease of such charges.

(d) Notice of any payments, whether prepaid, timely paid, partially paid, or delinquent, any demand for payment, notice of default of nonpayment, presentment, protest, and notice of protest as to any obligation arising hereunder or any delay in billing or any extension of time for payment granted by BellSouth for said charges.

(e) All other notices to which the undersigned might otherwise be entitled in connection with this Bond or the indebtedness or obligation hereby guaranteed.

(f) The right, pursuant to O.C.G.A. § 10-7-24, to give notice to BellSouth at any time after the debt is due instructing BellSouth to first proceed to collect the debt from Principal.

9. There are no conditions or limitations to this Bond except those contained in writing herein at the date hereof and thereafter no alteration, change or modification hereof shall be binding or effective unless executed in writing and signed by the undersigned.

IN WITNESS WHEREOF, Principal and Surety have duly executed or caused to be this Bond this _____ day of _____, 20 ____.

PRINCIPAL

SURETY

Company: _____

Company: _____

Address: _____

Address: _____

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

2

Figure 4. Surety Bond (Page 2) RF-2354

5. Options

5.1 Line Types and Features

5.1.1 Availability

The services listed below are offered based on central office facility availability and state tariff provisions. Details of the services available in each state are found in each [state's tariff](#).

5.1.2 Two – Way & Outward Only

A Two-Way line has the capability of both making and receiving calls; an Outward Only line will allow only Service outgoing calls to be made.

5.1.3 Unrestricted Line

An unrestricted line will allow any type of call to be made from the line. All billable calls, local or toll, will be billed to the line. If the PSP desires any calls to be blocked, the instrument must perform the desired blocking, as permitted by the state's tariff.

5.1.4 Restricted Line

In some states, different types of restricted lines are available for Public Access Line Service. These line restrictions prevent certain types of calls from being made from the line. The lines and types of calls blocked from completion are shown in the state specific sections of this handbook.

5.1.5 Billed Number Screening

Billed Number Screening (BNS) is a feature which provides the capability to block or prevent collect and third number calls from being billed to a Public Access Line. This blocking is made possible by the ability of the operator handling the call to access Line Information Data Base (LIDB) prior to completion of the call.

LIDB is a computer system which is accessed by most Interexchange Carriers (ICs), Operator Service Providers (OSPs), and others who require billing validation.

Access to LIDB is required to make BNS work, otherwise, the operator handling the call has no information that the call should be blocked. ICs may subscribe to LIDB, yet choose to validate only **certain types of calls**, i.e., calling card but not third number billed. Therefore, even though a PSP who has subscribed to this IC has BNS, third number billed calls will not be blocked if the carrier completing the calls chooses not to validate these calls.

The PSP should contact his carrier of choice for further details or instructions that may be required by that company.

5.1.6 Operator Screening

Operator Screening is an optional service that prevents AT&T operator assisted, sent paid, local and intraLATA calls from being billed to the originating telephone. When this feature is selected by the PSP, the line sends an

Automatic Number Identification (ANI 7) signal ahead of 0+ calls. This signal alerts the AT&T operator to obtain a method of billing other than allowing charges to be billed to the originating line. From a few specific central offices, the ANI signal **is not sent**. Rather, operator screening is provided by **trunked group and directory number screening**.

If more information is needed on the technical provision of this screening for your **interLATA** calls, you should consult your **Interexchange Carrier (IC)** of choice.

The validity of operator screening is ensured only on intraLATA calls that are initially routed directly to an AT&T operator. Any desired operator screening functions on interLATA calls must be performed by the Interexchange Carrier to which the call is routed. The PSP should contact his carrier of choice for further details or instructions that may be required by that company.

5.1.7 International Call Blocking

International Call Blocking is available in most Call Blocking central offices with measured service capability and is offered in conjunction with the Operator Screening feature in some states. **The only exception, where International Call Blocking is NOT available, is in one of 6 DMS10 central offices with Generics earlier than 401.4. These central offices are identified in the individual state sections 16-24.**

The feature, where available, prevents direct dialed, 011+ (Country and City Code) and 10XXX+011+ (Country and City Code) calling from the Public Access Line. Calls reaching an Interexchange Carrier or AOS operator remain the responsibility of the PSP. Area code dialing is available to some countries and these countries can be dialed using a three digit area code. This feature will not prevent area code dialing access. For information concerning area codes and International Calling country and city codes, refer to the Customer Guide pages of the local telephone directory.

5.1.8 Usage Sensitive Three-Way Calling

Usage Sensitive Three-Way Calling is a feature available in certain central offices that enables the user to add another party to a call already in progress. The charge for using this service is billed to the line that the call originated from. The charges for all normally billed toll or local calls will apply for calls placed after activation of Usage Sensitive Three-Way Calling.

This service was designed for situations where billing the originating line for use of the feature was appropriate. Since a PSP's instrument would be unable to collect for use of this service, AT&T automatically blocks access to the service from a Public Access Line.

6. Installation and Repair Procedures

6.1 Installation Procedures

6.1.1 Overview

AT&T installs the access line and terminates it in a network interface (NI). The Payphone Service Provider (PSP) has the option of providing a required entrance bridge and the inside wiring beyond the NI, or AT&T can install them. AT&T can install the entrance bridge within the NI at no additional charge. An additional charge will apply for AT&T to install the entrance bridge which is a separate unit from the NI and/or the inside wiring beyond the NI.

Work will not be performed by AT&T on the PSP's instrument. The PSP is responsible for all installation work on his set and any enclosure that he may provide. Any enclosure provided by the PSP must meet standard electrical and safety requirements. Depending on the location, the PSP may be required to provide necessary facilities to ensure appropriate aerial service wire clearance.

6.1.2 Network Interface Placement

AT&T will place the Station Protector and Network Interface (NI) pursuant to the provisions of the General Subscribers Tariff A15. A Network Interface may not be mounted (as referenced in the National Electrical Safety Code) on a utility pole. A Network Interface can be placed on a mast pole (with/without) electrical running on it, provided the mast is securely mounted and the placement meets safety requirement. The mast pole must be mounted to allow the NI to be placed out-of-reach of pedestrian traffic (normally 8 feet above ground level).

In order to help prevent missed appointments, the following should be done prior to the due date for service.

- Mast pole must be in place (when appropriate)
- Location Provider informed of work to be done
- Access arrangements made (when appropriate)

AT&T will provide facilities to the minimum point of penetration which, in the judgment of AT&T, is suitable for the location of a network interface. Usually the most economical route from existing network distribution facilities will determine the approach used in establishing the point-of-demarkation. In the case of free standing enclosures (or other support equipment) in the common area of a shopping mall, the network interface, in most cases, will be in the telephone equipment room of the mall.

In addition to the provisioning stated above, AT&T will consider the potential for unauthorized tampering (fraud) in determining the location of and type protection to be furnished for the network interface. This consideration may prompt AT&T to place the network interface at a height which is out-of-reach from pedestrian traffic, inside a secure housing, or inside a building in which the enclosure (or other support equipment) is located.

The Minimum Point of Penetration is defined as that point on the customer's premises where Network Facilities normally terminate and could include protected cable terminals or station protectors served by drop wire or service wire.

6.1.3 Network Interface Requirements

Customer-owned pay telephones may only be connected via the network interface. As with any type of AT&T facility, the interface may not be installed, rearranged, disconnected or moved by anyone other than AT&T.

6.1.4 Optional Services

The PSP is responsible for all installation beyond the network interface, including the required entrance bridge. AT&T will, upon request, install the entrance bridge within the NI at no additional charge, or install the entrance bridge which is separate from the NI for an additional charge. Also, AT&T will, upon request, install any inside wiring and jacks, for an additional charge. The PSP has the option of doing this work himself or obtaining these services from a company other than AT&T. Charges for optional services are explained in each state's section in this handbook.

6.2 Installation Scheduling (Due Dates)

6.2.1 Due Date Guide

Number of Access Lines Same Premises	Usual Scheduling
1 to 25	3 bus days
25 or more	4 bus days (must be negotiated)

6.2.2 Select Due Date Areas

In some of our remote central office serving areas, orders can only be worked on certain designated days of the week. In these situations, the normal interval is modified to accommodate this requirement.

6.2.3 Due Date Intervals

Normal due date intervals apply Monday through Friday from 8:00 a.m. to 5:00 p.m. Specific appointments, such as 1:00 p.m., 3:00 p.m. etc., cannot be granted. We can make one attempt to call a number of your designation before the service technician leaves to go on site. The service representative must be advised of this request when the order is negotiated and given a toll free number, local number or a number that will accept collect calls.

6.2.4 Expedited Service Request

Additional charges apply in some states when service orders are worked outside of the normal interval. Refer to your [state's tariff](#) to determine if expedited service charges apply.

6.3 Order Changes and Cancellations

6.3.1 Notification

AT&T should be notified as soon as possible of any order changes or cancellations. Early notification will allow adequate time to process the change and notify all affected departments. This will ensure the order properly reflects all requested service and minimize the possibility of billing errors.

The PSPSC should be advised no later than 12:00 noon (CST) the day **before** the service is due of any changes or cancellations. Failure to notify the PSPSC by this deadline may cause service delays or make it necessary to issue subsequent orders. Additional charges may then apply.

6.4 Missed Appointments

6.4.1 Site Preparation

At some locations, the PSP must prepare the site before the AT&T service technician can install the network interface. When necessary, the site preparation should be completed prior to the AT&T service technician going to the location.

6.4.2 Rescheduling Due Dates

Due to other scheduled work requirements, the AT&T service technician will be unable to wait at the location for the PSP's service technician to complete any necessary site preparations. In the event that the site is not ready when the AT&T service technician arrives at the location, the PSP should contact the PSPSC to reschedule the service order according to the due date plan.

6.4.3 Other Missed Appointments

Appointments missed for other reasons should also be rescheduled with the PSPSC according to the due date plan. Rescheduling appointments are costly for all parties and should be avoided when possible.

6.5 Repair Procedures

6.5.1 Reporting Trouble

In the event of a service outage on a Public Access Line, the following procedures should be followed:

- The PSP should first determine if the trouble is on his side of the network interface. Maintenance beyond the network interface, i.e., inside wiring, entrance bridge, set, is the PSP's responsibility.
- If the problem appears to be a AT&T problem, it should be reported to the Payphone Service Provider Repair Center. If a repair visit is made by AT&T and the problem is determined not to be in AT&T's facilities, charges will apply.

- The Payphone Service Provider Repair Center should be provided with as much of the following information as possible: the telephone number, location name and address, the PSP's name and number and possible symptom of trouble, i.e., no dial tone, set problem on (date) cleared, but line is still dead. Should the PSP desire to be notified when the trouble condition is cleared, the request can be made to the Repair Center. Under normal circumstances the PSP is notified no later than the day after the trouble condition has been cleared.
- When trouble is found to be on the customer's side of the network interface, the PSP has the option of repairing the problem or authorizing the AT&T repairman to repair the problem. AT&T repairs will be billed on a time and materials charge basis. No repair work will be performed on the set by AT&T.

6.5.2 Payphone Service Provider Repair Center

The Payphone Service Provider Repair Center may be contacted by dialing 1 888 462-8033. This is a toll free call.

7. Directory Listings and Delivery

7.1 Directory Listings

7.1.1 Responsibility

A Payphone Service Provider (PSP), acting as the authorized agent for a customer's new service request, must advise the PSPSC how the customer's name and address should appear in the AT&T local telephone directory.

7.1.2 Types of Directory Listings Available

Type	Description
Listed	One listing is provided without charge for each Public Access Line. The number will appear in the local directory and will be given out by Directory Assistance.
Non-Listed	This listing will not appear in the directory, but the number may be obtained from Directory Assistance. The monthly charge for this listing varies by state and can be found in each state-specific section of this handbook.
Non-Published	This listing will not appear in the directory or in Directory Assistance records. Except in Kentucky, this listing is provided without an additional monthly charge.

7.1.3 Yellow Pages Listing

When a listed number is selected, an optional listing in the Yellow Pages is also available at no charge.

The listing may be placed in the Yellow Pages under an approved heading, that is appropriate for the business, e.g., Restaurants, Beauty Salons, etc.

Requests for listings under more than one heading are considered Directory Advertising and carry additional charges.

7.2 Directory Delivery

7.2.1 Directory Delivery

Local telephone directories are provided by AT&T. The PSP may elect to have directories delivered in bulk to a single location, such as a warehouse or office, or individually to the set location. The preference for delivery should be indicated on the Checklist, or made to the PSPSC at the time the request for service is made.

7.2.2 Bulk Delivery

In an effort to better service our PSP's directory needs, the PSPSC or the directory delivery group will accept bulk directory requests. AT&T will deliver, in bulk, directories for AT&T service areas to a designated location so that directories will be on hand to place as needed. Customers can call direct to the directory delivery group

to indicate your company's anticipated directory needs. Should your needs change, you may call the PSPSC or the directory delivery group and have your existing request updated.

DIRECTORY DELIVERY GROUP

Telephone: 1 800 422-1955

Please furnish to the Directory Delivery Group:

- Call Back Telephone Number
- ATTN:
- Address
- Which Directories Needed

8. Choosing a Long Distance Company

8.1 Presubscription

8.1.1 Definition

Presubscription is the predesignation of a primary long distance company.

NOTE: Presubscription is only available for long distance companies that have requested AT&T provision their service without their representative talking to the customer. The PSPSC will contact you regarding requests where you will have chosen a long distance company that has requested their representative process new service requests.

8.1.2 Access Codes

Presubscription does not limit long distance calling to the predesignated long distance company. An access code (10XXX, 101XXXX, etc.) may be dialed by the end user to direct a call to the long distance company of their choice.

8.1.3 Reaching an Operator

Presubscription does not affect the way a AT&T operator (dial "0") is contacted. AT&T operators can only complete connection for calls within AT&T Calling Zones. AT&T operators will complete calls in emergencies, when help is requested by disabled persons, or when 800 service assistance is needed.

Callers who need operator assistance for calls outside the AT&T Calling Zones must dial "00" for operator service from the long distance company serving the instrument.

8.1.4 Presubscription for New Customer Services

All new customers served by an equal access exchange are offered a choice of interLATA long distance companies that serve their area. PSPs may contact the PSPSC for a list of carriers who serve a particular address. After selecting a primary long distance carrier, the PSP must contact that carrier to establish an account and coordinate the request for new service.

The PSP should also advise the carrier of the number of lines and type of service ordered.

8.1.5 Selecting None or Undecided

A PSP may decline to select a long distance carrier for presubscription. UNDECIDED and NONE are not the same selection. UNDECIDED postpones the choice until a later time.

8.1.6 Restricting Carrier Changes

A PSP may request that no orders be issued to change his Primary Interexchange Carrier (PIC) or Local Primary IntraLATA Carrier (LPIC) choice without verbal approval from him. Requests for this service must be made to the PSPSC to freeze their PIC.

8.1.7 Change Charge

If the PSP chooses to select NONE, any later order to change from NONE to a particular long distance carrier will incur a change charge. A change charge also applies to any order changing the selection of one primary long distance carrier to another.

A change charge will not occur on any order changing from UNDECIDED to a long distance carrier.

8.1.8 Presubscription Decision & Processing an Order

The PSPSC cannot process a service request for a new line until one of the three presubscription options is selected. Any request for service submitted without a proper decision can be held for processing, but no due date can be negotiated nor service installed until the PSPSC receives a decision from the PSP.

8.1.9 Primary Interexchange Carrier (PIC) Requests

Requests to change Primary long distance carriers are handled by the PSPSC. A PIC Change charge of \$1.49 is applicable for each service order. This charge is also applicable when changing from NONE.

8.1.10 Choices for Long Distance Presubscription

PSPs who negotiate new services or move existing services to a new location in an equal access exchange must choose one of the following;

Choice	Description
Non-Presubscription (NONE)	<p>The PSP does not designate a long distance company. End users must select a carrier by dialing an access code (10XXX, 101XXXX, etc.) for each call.</p> <p>To complete an interLATA long distance call, the end user must also dial an</p> <ul style="list-style-type: none"> • access code PLUS • "1" or "0" PLUS • a three-digit area code PLUS • a seven-digit telephone number <p>If the end user does not dial the access code the call will not complete. A recorded message will be played to indicate that the call cannot be completed as dialed.</p> <p>IntraLATA calls will continue to be handled in the usual manner.</p>

Choice	Description
Presubscription	<p>The PSP designated a primary long distance company for interLATA calling.</p> <p>All interLATA calls that the end user makes using "1" or "0" dialing procedures will be routed to that long distance company automatically.</p> <p>However, the end user may select another long distance carrier for a call by dialing the five-digit access code at the beginning of the dialing procedure. (Same procedure as previous page.)</p>
Undecided	<p>The PSP may decide on a long distance company later. Dialing procedures for non-presubscription shown on the previous page, must be used.</p>

8.1.11 Selection Without Charges

All new PSPs receive one predesignation per line free of charge. This includes orders for:

- installing new service
- relocating service to a new address

8.1.12 Local Primary IntraLATA Carrier (LPIC) Requests

Local Primary Interexchange Carrier (LPIC) requests are available in some AT&T states. LPIC allows the customer to choose their IntraLATA carrier. All restrictions and charges applying to PIC also apply to LPIC.

8.1.13 PIC, IntraLATA Request

Upon request and upon availability, a "freeze" can be placed on your designated PIC, and/or IntraLata carrier. This will prevent unauthorized changes to your account.

In accordance with FCC rules, the request must be accompanied by an Letter of Agency to grant AT&T permission to make the requested change.

8.1.14 Letter of Agency Exhibit

RF-3973
(2-2000)

Letter of Agency Carrier/Provider Change or Freeze Request

Date: _____
Account Number: _____
Account Billing Name: _____
Billing Address: _____

Telephone Numbers covered by this change request:

This letter is to designate BellSouth to act as my agent in order to change the:

- local exchange carrier from _____ to BellSouth.
- local exchange freeze to BellSouth.
- intra-LATA long distance carrier from _____ to BellSouth.
- intra-LATA long distance carrier freeze to _____.
- inter-LATA long distance carrier freeze to _____.
- remove freeze on local exchange carrier.
- remove freeze on intra-LATA long distance carrier.
- remove freeze on inter-LATA long distance carrier.

I understand that I may select only one primary intra-LATA long distance carrier, one primary local exchange carrier, and one primary inter-LATA long distance carrier for any one telephone number. I also understand that the primary inter-LATA long distance carrier may be different from the primary intra-LATA long distance carrier or primary local exchange carrier, and that the primary intra-LATA long distance carrier may be different from the primary local exchange carrier.

I further understand that there may be a charge for each provider change and could involve a charge in changing back to the original primary carrier.

I have elected to subscribe to the (name of product or service that is being promised or offered in exchange for the switch). This service (include a description of any and all terms, conditions or charges that will be incurred).

I am authorized to request changes on this account.

Name (Printed)

Signature
This signature will result in a change of your provider

Date

Figure 5. Letter of Agency

8.2 Monthly Billing

8.2.1 Responsibility

The billed party on a Public Access Line account is responsible for payment of all charges for service. The billed party also bears the ultimate responsibility for paying for all calls originating from the line.

Unless AT&T receives written notification within thirty days after the bill is rendered, the account shall be deemed correct and binding upon the subscriber.

8.2.2 Billing Cycle

Charges are billed once a month, in advance for one month's service and in arrears for one month's local messages and tolls. The monthly billing date is determined by the telephone number prefix.

8.2.3 Monthly Statement

In order to help you understand the format of your monthly statement, exhibits are included at the end of this chapter.

8.2.4 Types of Monthly Billing

The type of billing used is determined by each state's Tariff and the type of central office serving the exchange where the Public Access Line is located.

Term	Definition
Flat Rate Service -	Local service is provided for a stipulated charge.
Usage Rate Service -	(Measured, Extended Local Service, Area Calling Plan) Usage charges apply for outward completed local calls in addition to a stipulated monthly charge. Usage charges are based on the following elements: number of calls, duration, time of day, day of week and distance between originating and terminating central offices. Most measured services include a monthly allowance for dialed sent-paid local calls.
Message Rate Service -	Local calls are billed at a specific rate regardless of the length of the call.

8.2.5 Additional Service Feature Charges

In addition to the monthly line and local message billing, monthly rates may be billed for service features, such as Touch-Tone and Operator Screening. The state-specific rates and charges for Public Access Line Service are provided in each state's section of the handbook.

8.2.6 General Tax Information

Some taxing authorities recognize PSP as a "reseller", which may qualify the PSP for tax exemption status. In order to determine if tax exemption status would apply, PSP'S may contact the PSPSC or the appropriate taxing authority. It is the PSP's responsibility to submit required exemption certificates. Refunds will not be made on taxes for time periods not substantiated by tax exemption certificates.

NOTE: Florida's Communications Services Tax Certificates are in addition to other Florida State exemption certificates. The Florida Communications Services Tax certificate **MUST BE RENEWED** annually to continue exemptions.

8.3 Payments

8.3.1 Overview

Payment is expected upon receipt of the bill. The account is considered delinquent when the "due before" date printed on the bill has passed. Prompt payment will assist in the establishment of a good credit rating with AT&T. The credit rating may determine whether deposits or advance payments will be needed in the future, or determine the length of time the deposit will be retained.

The fact that a deposit for service has been made in no way relieves the billing party from complying with AT&T requirement of the timely payment of bills. It also does not constitute a waiver or modification of AT&T practices regarding the discontinuance of service for non-payment of bills.

8.3.2 Past Due Charges

AT&T may discontinue all services to any customer failing to pay past-due, undisputed regulated charges. Non-payment of such charges within 5 days of notification from AT&T may result in the following actions being taken:

- Interruption of service
- Refusal of new service applications until payment has been secured for all indebtedness
- Demand for security
- Complete disconnection of all services

8.3.3 Making Payments

To assure prompt credit of payments to an account, payments should be mailed to the address included on the return page of your bill or paid in person at an authorized payment location. Questions concerning mailing addresses or payment locations should be directed to the PSPSC.

8.3.4 Late Payment Charges

A Late Payment Charge is applied to an account when a balance on the previous month's bill has not been paid as outlined in state specific tariffs or in accordance with the Public Service Commission (PSC) ruling.

Tariff Reference: **All States except SC: A2, SC PSC Rule #R102-622.2**

State	Business Flat Rate	Flat Rate / Percentate	Threshold
Alabama	\$10.00 +	1.5% 1.5%	Regulated Over \$6.00 Unregulated Over \$0.00
Florida	\$11.85 +	Applicable Tariff Rate	Applicable Tariff Rate (General Subscriber Services Tariff A.2)
Georgia	\$ 9.00 +	1.5% 1.5%	Regulated Unpaid Balance Over \$20.00 Unregulated Unpaid Balance Over \$0.00
Kentucky	\$10.00 +	1.5% 1.5%	Regulated Unpaid Balance Over \$6.00 Unregulated Unpaid Balance Over \$0.00
Louisiana	- - -	5%	Unpaid Regulated Balance Over \$1.00
Mississippi	- - -	2% 1.5%	Regulated Over \$1.00 Unregulated Over \$0.00
North Carolina	- - -	1% 1%	Regulated Over \$1.00 Unregulated Over \$0.00
South Carolina	- - -	1.5% 1.5%	Regulated Over \$1.00 Unregulated Over \$0.00
Tennessee	- - -	3% 1.5%	Regulated Over \$0.00 Unregulated Over \$0.00

8.3.5 Returned Checks & Bank Drafts

An administrative charge will be applied by AT&T each time a check or bank draft is returned by a bank to AT&T for insufficient funds. Additional details regarding when the charge is applied can be found in Section [A2](#) of the tariffs. The charges are as follows:

State	Charge
Alabama	\$20.00
Florida	\$20.00
Georgia	\$25.00
Kentucky	\$20.00
Louisiana	\$20.00
Mississippi	\$18.00
North Carolina	\$15.00
South Carolina	\$25.00
Tennessee	\$20.00

8.4 Long Distance Charges

8.4.1 Open Billing Agreements

Open Billing is the term used to describe billing and collection service agreements between AT&T and Interexchange Carriers and/or Resellers. Two of the components of AT&T's billing and collection service offerings are Bill Rendering and Account Inquiry. Bill Rendering is the preparation of bills for message-billed service and bulk-billed service, the mailing of statements of the amounts due for service rendered from the IC. Account Inquiry is the servicing of the end user by answering questions about charges billed for IC services, applying credits and adjustments to accounts, and reviewing IC messages removed from a bill.

In cases where the IC does not subscribe to Account Inquiry, the IC's telephone number will appear in the list of helpful numbers section on the AT&T bill. ICs that handle their own inquiry should be contacted directly by end users with questions concerning IC charges.

AT&T will not become involved in disputes between an IC and its end users. Consequently, AT&T may initiate procedures to remove disputed IC charges from an end user's bill. It will be the IC's responsibility to pursue collection of that amount.

8.4.2 Toll Credit Limit

Between billing periods, AT&T can provide advance notification when excessive toll charges are incurred at a PSP location. A ceiling of \$250.00 is automatically set and will be adjusted up or down based upon a historical average of the toll charges on the account.

Some tolls billed for certain Interexchange Carriers are not included in the tolls monitored throughout the billing cycle. For accounts having these types of toll charges, total toll charges are checked on the bill day to determine if the toll charges exceed the Average Toll Limit. Customer notification in these instances will be after the bill date.

8.5 Exhibit 1

① Account Number: 101 555-1234 444 0547
 ② Bill Date: Oct 2, 1990 ANYT
 ③ Page 1

④ CURRENT CHARGES DUE BEFORE	⑤ PREVIOUS BALANCE	⑥ PAYMENTS	⑦ ADJUSTMENTS	⑧ CURRENT CHARGES	⑨ TOTAL AMOUNT DUE
Oct 19	\$107.04	\$107.04	\$0.00	\$90.96	\$90.96

Detailed Statement of Charges

**** Please note: A 1.5% additional charge will apply to any unpaid balance after Nov 2.

1. **Account Number:** Telephone number
2. **Bill Date:** Date that AT&T begins to prepare bill
3. **Page:** Page number
4. **Current Charges Due Before:** Date current charges should be received by
5. **Previous Balance:** Amount of last bill
6. **Less Payments:** Payments received since prior month's bill was rendered
7. **Adjustments:** Adjustments made since prior month's bill was rendered
8. **Current Charges:** Charges due for the current billing period
9. **Total Amount Due:** Includes both current and past due charges
10. **Detailed Statement of Charges**

⑩
 **** Please note: A 1.5% additional charge will apply to any unpaid balance after Nov 2.

- ⑪
Monthly Service Charges
1. Monthly Service - Oct 2 thru Nov 1
 2. FGC Subscribers Line Charge
 3. Directory Assistance (DA) Usage
 10 call(s) to Local DA at \$.25 each

Subtotal

AMOUNT	TOTAL
39.65	
4.39	
2.50	
Subtotal	47.54

(continued) >

⑫
Helpful Numbers

BellSouth ABC	Billing Questions 1 557-2647 1-800 555-0000	To Place An Order 1 557-2647
------------------	---	---------------------------------

Please Note: When applicable, some brief messages are shown here. When more space is needed, this area will contain a message to refer you to the regular Messages section which follows the AT&T Current Charges total line.

11. **Monthly Service Charges:** Items that appear here will vary by state. The Monthly Service Charge will be the first item to appear in this section. Listed below are other items that may be included in this section:
- FCC Subscribers Line Charge
 - Directory Assistance Usage
 - Service for Hearing/Speech Impaired Persons
 - Directory Advertising

The charges for the items listed will be shown to the right of the item in the Amount and Total columns.

12. **Helpful Numbers:** The telephone numbers to contact AT&T and other entities whose charges appear on this statement are listed here. If there are too many entity numbers to fit on the initial page of the bill, a message will appear here directing you to the location of these numbers.

13.

CURRENT CHARGES DUE BEFORE	PAST DUE AMOUNT	TOTAL AMOUNT DUE	AMOUNT PAID
Oct 19	\$0.00	\$90.96	\$90.96

101 555-1234 444 0547
 Oct 2, 1990
 CP 1126 R06 013431

Please make check payable to BellSouth Telecommunications.

R O. BOX 1313
 BIRMINGHAM AL
 35299 - 0001

**CR 22

QUALITY SERVICE CO.
 P O. BOX 555
 ANYTOWN AL 30000 - 0000

1120544405410112601002060000000700000000000059778

This portion of the statement is the **Address/Payment Return Document** and is located at the bottom of the first page. Some of the same account information found on the top part of the page also appears on this document. This portion of the statement should be detached at the perforated line and returned with the bill payment. The amount of the payment should be entered in the **Amount Paid** block.

14.

Account Number: 101 555-1234 444 0547
 Bill Date: Oct 2, 1990 ANYT
 Page 2

⑭

Other Charges and Credits
 Sept 10 90 So PIC CODE
 4. Charge to charge your long
 distance company tax
 ABC Telecommunications Corporation

AMOUNT	TOTAL
1.49	
	1.49

Subtotal

Other Charges

and Credits: This section will appear only when applicable. It will contain information such as service ordering charges, credits or adjustments. Any entry listed here will have an explanation and, if it is the result of a service order, the order information and date of the order will be shown.

15. ⁽¹⁵⁾
ALABAMA

Local Usage Summary

		- DAY -		- EVENING -		- NIGHT/WKND -				
BAND	CALLS	TOTAL MINS	CALLS	TOTAL MINS	CALLS	TOTAL MINS	CHARGES			
A	40	66.8	18	47.4	5	5.1	1.54			
B	134	275.0	76	119.3	15	30.6	11.08			
C	20	58.1	8	13.8	3	4.0	3.27			
D	2	7.2	2	4.0	0	0.0	.46			
							16.35			
							Usage Allowance	7.50 cr		
							Subtotal		8.85	8.85

5. Local Usage Charge

Local Usage

Summary: Local call details will be shown in the Local Usage Summary section for customers with Usage Rate Service. Since Usage Rate Service plans vary by state, an example is shown above and on the following page. The call detail will include the following information:

- Calling Bands (varies by state)
- Number of local calls placed during each time period according to the Band
- Total minutes of local calls placed during each time period according to the Band
- Charges by Band
- Usage Allowance (varies by state)
- Total Local Usage Charge
- Subtotal of charges

Additional information regarding Usage Rate Service is located in each state-specific section of this handbook.

16. MISSISSIPPI

Local Usage Summary - Standard Service

- DAY - - NIGHT/WKND -

BAND	CALLS	TOTAL MINS	CALLS	TOTAL MINS	CHARGES
A	89	197	90	214	4.38
B	85	171	56	134	7.00
C	59	145	35	99	<u>9.31</u>
					20.69
				20% Discourt	4.14CR
				Usage Allowance	6.00cr

5. Local Usage Charge

Local Usage Summary - Standard Service

- DAY - - NIGHT/WKND -

BAND	CALLS	TOTAL MINS	CALLS	TOTAL MINS	CHARGES
D	3	5	4	27	1.40
E	1	2	0	0	<u>.16</u>
					1.56

5. Local Usage Charge

Subtotal

AMOUNT	TOTAL
10.55	
1.56	
	12.11
0.0	
	0.0

TENNESSEE

Local Usage Summary - Standard Service

- DAY - - EVENING - - NIGHT/WKND -

BAND	CALLS	TOTAL MINS	CALLS	TOTAL MINS	CALL	TOTAL MINS	CHARGES
A	61	137.1	56	113.3	39	141.6	3.80
B	0	0.0	5	7.1	5	15.6	.54
							<u>4.34</u>
							Usage Allowance
							10.00cr

5. Local Usage Charge

Subtotal

Account Number: 101 555-1234 444 0547
 Bill Date: Oct 2, 1990 ANYT
 Page 4

⑩

Direct Dialed Calls

Date	Place called	Number Called	Rate	Time	Min.
6. Sep 8	HOMETOWN AL	101 655-0000	BE	934PM	2
	(Federal Tax		.01)		
	(State/Local Tax		.01)		

⑪

Total Charge For Itemized Calls

.21

Taxes

- 7. Federal Tax
- 8. State/Local Tax

South Central Bell Current Charges

⑫

Messages

To charge a bill or deposit by VISA or MasterCard, call toll free 1-800-422-2355. There is a fee for each bill you pay by bank card.

AMOUNT	TOTAL
.21	
	.21
1.70	
2.26	
	3.96
	62.05

AT&T Itemized

Calls: Individual calls are separated into two different categories and listed in date order. The two

9. Fraud

9.1 Limitations On The Prevention Of Secondary Dial Tone Reorganization

9.1.1 Limitations On The Prevention Of Secondary Dial Tone Reorientation

Secondary dial tone reorigination is able to occur in CPE coin telephone equipment which is not manufactured according to the specifications for digital switches. These specifications are made available to all set manufacturers through LATA Switching Systems Generic Requirements (LSSGR), a Telcordia publication.

AT&T will deploy, where available, a central office software feature that may assist in the prevention of secondary dial tone reorigination.

THE DEPLOYMENT OF THIS SOFTWARE FEATURE IS NOT INTENDED TO GUARANTEE THE PREVENTION OF SECONDARY DIAL TONE REORIGINATION AND DOES NOT RELIEVE THE CPE PAYPHONE OWNER FROM LIABILITY.

This central office software feature is available for the following central office switches:

- DMS 10 (Generic 401.40 and later)
- DMS 100
- 2B ESS (Generic 2BE4-1.07 and later)
- 1A ESS (Generic 11.06 or later)
- 5E ESS (Generics 5E5 and later)

The following central office switches **do not** have this feature available:

- Stromberg-Carlson*
- Seimens

(* This feature in this switch was removed due to its negative impact on other service offerings.)

9.1.2 Limitations by Switch Type

In the four switches where the software feature is available, there are limitations to preventing the reorigination of secondary dial tone. The limitations which have been identified at this time (other limitations may also exist) are as follows:

DMS10/DMS100

If the Cutoff on Disconnect (COD) feature is installed in the switch, then the secondary dial tone prevention feature will not work.

1A ESS

- If the payphone receives a call and the calling party hangs up, dial tone will be returned.
- If the end user terminates a call to a line with Call Forward Don't Answer, served by a DMS switch and the call forwarded number is busy, dial tone will be returned.

- If the end user terminates a call to an ESSX or ISDN line and the called party hangs up, dial tone will be returned.

5E ESS

If the payphone receives a call and the calling party hangs up, dial tone will be returned.

9.1.3 Telephone Number Line Range Restriction

To assist in the prevention of international toll fraud, AT&T is participating in a nationwide plan which has established a telephone number line range restriction on all Public Access Lines. Whenever possible, telephone numbers with a line number range of 8000 or 9000 will be assigned on new service requests. When a telephone number in this range is not available in the serving NXX(s), any line number range will be assigned.

This restriction will assist Overseas Operators in identifying Public Access Lines and preventing collect and third number calls from being billed to them.

10. Glossary

10.1 Glossary

Term	Acronym	Definition
Agency Authorization	---	A customer's written permission to allow another party to act for the customer to obtain services and/or information.
Area Calling Plan	ACP	A classification of exchange service which includes an individual line and an optional usage package for a stipulated monthly charge. Usage charges apply for outward completed local calling. ACP is available in all Mississippi exchanges.
Bank Letter of Credit	---	Security issued by a financial institution and accepted by AT&T in lieu of deposits.
Billed Name or Party	---	Person or entity to which an account is billed and who is ultimately responsible for all charges on said account.
Blanket Agency Agreement	---	An agreement between a Payphone Service Provider (PSP) and AT&T that allows the PSP to disconnect or obtain service. The agreement allows the PSP to transact business with AT&T without having to submit the Customer Agency Authorization for each service request.
Bell Operating Company	BOC	Regulated entity of the former Bell System companies. AT&T is a BOC.
Billed Number Screening	BNS	Service feature which provides the capability to block or prevent collect and third number calls from being billed to a Public Access Line.
Central Office	CO	Location of switching equipment used to connect subscribers into the network.
Class of Service	COS	Identification given to accounts for the purpose of revenue classification of service. Class of service may vary depending on services offered.
Company Code Dialing	---	When placing an interLATA call, a caller can select the long distance company of their choice on a call-by-call basis. The caller can select the long distance company by dialing the five digit company code (10XXX).
Customer	---	See "Subscriber."
Customer Provided Equipment	CPE	Terminal equipment in customer's premises which is either leased or purchased.

Term	Acronym	Definition
Customer Agency Authorization	---	An agreement a customer has with another party, which authorizes this second party to act as the customer's agent for their specified telecommunications requirements.
End User Subscriber	EUCL	Charge billed to subscriber and mandated by the FCC to compensate the BOC for origination and termination of interLATA calls.
Entrance Bridge	---	Coupling device connecting customer's inside wiring to AT&T network interface.
Equal Access	---	Term used to describe the process of providing all Interexchange Carriers with access to the long distance network that is equal in type and quality to that offered by AT&T.
Flat Rate Service	---	A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.
General Subscriber Service Tariff	GSST	See Tariff
Inside Wiring	---	Wiring located on the customer's side of network interface, usually leading to a jack.
Interexchange Carrier	IC	Carrier that provides long distance service between designated service areas, interLATA or interstate.
InterLATA	---	Between two or more LATAs.
International Call Blocking	---	Blocking of 011+ direct distance dialed calls out the North American Numbering Plan area
Interstate	---	Between two or more states.
IntraLATA	---	Within the same LATA.
Intrastate	---	Within the same state.
Jack	---	Coupling device connecting terminal equipment to inside wiring.
Letter of Agency	LOA	Authorization letter required to freeze a PIC, LPIC or local service provider
Line Information Data Base	LIDB	The data base used to verify Billed Number Screening features i.e., Third Number and Collect Blocking
Local Access Transport Area	LATA	Geographical area in which a BOC may transmit calls. BOCs cannot carry calls outside of a LATA.
Local Exchange Telephone Company	LEC	Regulated telephone company offering local exchange service in a given area.
Local Primary Interexchange Carrier	LPIC	Predesignated intraLATA carrier.

Term	Acronym	Definition
Measured Rate Service	---	Rate type that bills a usage charge per minute for outward completed local calls, in addition to a stipulated monthly charge.
Message Rate Service	---	Local calls are billed at a specific rate regardless of the length of the call.
Network Interface	NI	Point of demarcation between inside wiring and AT&T network facilities.
Operator Screening	---	Service feature that prevents operator assisted sent paid, local and intraLATA calls, initially routed to and handled by AT&T's operator, from being billed back to the originating telephone.
Outside Wiring	---	Wiring on the AT&T side of the network interface.
Premises	---	Space occupied by a customer in/on a single building or in connecting buildings not separated by a public highway.
Public Access Line	---	Type of line provided for use with Customer Owned Coin/Coinless Operated Telephones (COCOTS).
Payphone Service Provider	PSP	Company or individual who owns or operates Customer Owned Coin/Coinless Operated Telephone equipment.
Payphone Service Provider Service Center	PSPSC	Designated point-of-contact within AT&T for matters involving Public Access Line Service
Payphone Service Provider Repair Center	PSPRC	Point of Contact for Payphone Access Lines' troubles or repairs.
Public Service Commission/ Public Utilities Commission	PSC/PUC	State government agency which regulated the activities of AT&T and other local exchange telephone companies. This Agency approves all tariffs pertaining to telephone service in the state.
Set Use Fee	---	An additional charge in the amount of \$.25 applied to a completed intraLATA non-sent paid call (0+ and 0-) originating from a pay telephone (Florida only).
Subscriber	---	Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency who subscribes to AT&T service and appears as the billing responsibility on a AT&T bill.
Surety Bond	---	Security issued by a surety company and accepted by the PSPSC in lieu of a deposit.

Term	Acronym	Definition
Tariff	- - -	Official document filed with and approved by each state's PSC outlining the terms and conditions by which AT&T provides telecommunications service in the state.
Usage Rate	- - -	Rate type that bill a usage charge per minute on outgoing local calls.
Usage Sensitive Three-Way Calling	- - -	A feature available in certain central offices on a per-call basis that enables the user to add another party to a call already in progress.
Vendor	- - -	Individual or company who resells telephone service. See also Payphone Service Providers

11. Alabama

11.1 Payphone Access Line Service Rates

11.1.1 Rate Basis

Payphone Access Line Service is provided on a usage rate (Measured) basis.

11.1.2 Tariff

Tariffs can be accessed through [AT&T Tariff Documents](#)

11.2 Payphone Association

11.2.1 Definition

In some states, payphone associations have been formed to support Payphone Service Providers (PSPs). The Association listed below has provided this information to AT&T. Their inclusion in this handbook does not intend to imply any connection to AT&T other than to state a common interest.

Southern Public Communications Association (LA, AL, MS)

President: David Cotton

2007 McArthur Drive
Suite 4

Alexandria, LA 71301

Telephone: 318-442-6009

11.3 Basic Monthly Rate and Line Feature Options

11.3.1 Monthly Rate

The monthly Payphone Access Line Service is provided on a flat rate basis and Rates can be found in A.7 of the Tariffs which can be accessed through [AT&T Tariff Documents](#)

11.3.2 Line Feature Options

Additional line features are available for a Payphone Access Line. Following is a brief description of the features. More detailed information and charges, if applicable, should be reviewed in Section [A7.4](#) prior to making your selection.

Description
Unrestricted Line- Two-Way, provides Billed Number Screening
Restricted Line Two- Way, provides operator screening and Billed Number Screening
Restricted Line- Two-Way, provides Billed Number Screening and Operator Screening, and blocks 011+ calls. ¹
Restricted Line A- Two-Way, provides Billed Number Screening, Operator Screening and blocks 1+900, 7 Digit Local, 1+DDD, 976, and 011+ calls. ¹
Restricted Line B- Two-Way, provides Billed Number Screening, Operator Screening and blocks 1+900, 1+DDD, 976, and 011+ calls. ¹
Outward Only- Provides operator screening Blocks 011+ calls ¹ , and blocking of 900 and 976 calls by requesting Customerized Code Restriction Option Number 4.
Outward Only- Provides operator screening Blocks 011+ ¹ calls, 1+900, 7 digit local, 1+DDD, 999, and 976
Outward Only- Provides operator screening Blocks 011+ ¹ calls, 1+900, 1+DDD, 999, and 976

11.4 Extended Local Calling Plan

11.4.1 Description

Extended Local Calling Plan is a non-optional service for customers in Bridgeport, Phenix City, and Stevenson. This plan provides extended local calling to all wire centers within a forty (40) mile radius of their home wire center. The plan is one way only, from originating to terminating wire centers.

Additionally, when a wire center is located within forty miles of any wire center in Bridgeport, Phenix City, and Stevenson, extended local calling will be provided from the entire originating exchange to the entire terminating exchange.

11.4.2 Extended Local Calling Plan Area and Rates

Calls within the extended local calling area are each charged a minimum of one minute of use. For calls that exceed one minute, usage charges are based on conversation time rounded up to the next one tenth of a minute. For more detailed information, access Section [A3.10](#) of the tariff.

11.5 Service Charges

11.5.1 New Installation & Change Request

A Service Charge is a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services or facilities. Service charges are categorized as:

- Line Connection Charge

- Line Change Charge
- Secondary Service Charge
- Premises Work Charge

A description of when a charge and the amount are available through Section [A.4](#) of the Tariff.

11.5.2 Optional Services

Additional charges may be applicable for network interfaces, inside wiring, etc. Please contact the PSPSC for specific questions.

Customer Request
Entrance Bridge: <ul style="list-style-type: none"> • Within network interface • Separate from network interface (XHG)
Jacks: <ul style="list-style-type: none"> • NW1NF Inside • NW101 Outside
Inside Wiring

11.6 Other Charges

11.6.1 Monthly Charges

Additional charges may be applicable based upon FCC and/or GSST mandates or filed tariffs. Please access the [tariffs](#) for more detailed information.

Item	Tariff Reference
Touch-Tone #	Included in Basic Monthly Charge
Non-Published Number #	A6
Non-Listed Number #	A6
FCC Interstate Toll Access - Multiple Line Customers	FCC #1 Sect. 4
Relay System Surcharge for the Hearing/ Speech Impaired	N/A

11.6.2 Directory Assistance

Charges may be applicable for calls placed to Directory Assistance. Rates can be found in Section [A3.13](#) of the tariff

11.6.3 Operator Service Charges

Charges may be applicable for Operator Requests such as:

- Line Verification
- Interruption
- Person to Person
- Other

Charges and when they apply can be found in Section [A3](#) of the tariff

11.7 SmartLine Service

SmartLine Service has been obsoleted and is no longer available for new lines. Please contact the PSPSC regarding changes to existing SmartLine Service

12. Florida

12.1 Payphone Access Line Service Rates

12.1.1 Rate Basis

Payphone Access Line Service is provided on a flat rate or usage rate basis.

12.1.2 Tariffs

Tariff can be accessed through [AT&T Tariff Documents](#) or by contacting:

Florida Public Service Commission
2540 Shumard Oak Blvd
Capital Circle Office Center
Tallahassee, Florida 32399-0830

Telephone: 800 342-3552

12.2 Payphone Association

12.2.1 Definition

In some states, payphone associations have been formed to support Payphone Service Providers (PSPs). The Association listed below has provided this information to AT&T. Their inclusion in this handbook does not intend to imply any connection to AT&T other than to state a common interest.

Bruce Renard, President
Florida Public Telecommunications Association
9432 Baymeadows Rd.
Suite 140
Jacksonville FL, 32256

Telephone: 800-927-5050
FAX: 850-222-1355
Email brenard@ftpa.com

12.3 Basic Monthly Rate and Line Feature Options

12.3.1 Monthly Rate

The monthly rate for flat and usage based service in addition to usage rates can be found in Section [A.7.4](#) of the tariff.

12.3.2 Line Feature Options

OPTION	DESCRIPTION
C	Two-way Service. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Provides central office blocking of 011+ calls.
D	Outward Only Service. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Provides central office blocking of 011+ calls.
E	Two-Way Service. Provides central office blocking of 7 digit local, 1+DDD and 1+900 calls, 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line.
F	Outward Only Service. Provides central office blocking of 7 digit local, 1+DDD and 1+900 calls, 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line.
G	Two-way Service. Provides central office blocking of 1+DDD, 1_900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line.
H	Outward Only Service. Provides central office blocking of 1+DDD, 1_900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line.

12.4 Local Calling Plus

12.4.1 Description

The Local Calling Plus (LCP) Plan provides an expanded local calling area in which 7-digit dialing is allowed to additional exchanges beyond the subscriber's existing basic Local Calling Area. Comprehensive information can be found in Section [A.3](#) of the tariff.

12.4.2 Rates and Exchanges

Usage charges, discount periods and exchanges can be found in Section [A.3](#) of the tariff.

12.5 SmartLine Service

SmartLine Service has been obsoleted and is no longer available for new lines. Please contact the PSPSC regarding changes to existing SmartLine Service.

12.6 Answer Supervision

12.6.1 Description

Line Answer Supervision for PSP service is an auxiliary feature that will provide calling line side answer supervision. These supervisory signals indicate when the called party has answered an incoming call (gone "off-hook"). Answer Supervision may be provided at the rates, terms, and conditions set forth in Section [A13.61](#) of the tariff.

12.7 Public Set Use Fee (SUF)

12.7.1 Description

AT&T will collect a \$.25 fee on behalf of the PSP and the Company for all non-sent paid 0+/0- local and intraLATA calls processed and completed by AT&T. The SUF will be billed and collected by AT&T from the end user in addition to any long distance calls or operator service charges. AT&T will remit payment to the PSP, the SUF for use of their equipment. More detailed information can be found in Section [A7.6](#) of the tariff.

12.8 Local Usage Detail

12.8.1 Description

Local Usage Detail (LUD) is an option for usage based pricing customers who desire a printed listing of local call details in lieu of the usual summary billing of all dialed sent paid local usage. More detailed information is available through Section [A3.22](#) of the tariff

12.9 Service Charges

12.9.1 New Installation & Change Request

A Service Charge is a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services or facilities. Service charges are categorized as:

- Line Connection Charge
- Line Change Charge
- Secondary Service Charge
- Premises Work Charge

A description of when a charge is applicable and the amount are available through Section [A.4](#) of the tariff.

12.9.2 Optional Services

Additional charges may be applicable for network interfaces, inside wiring, etc. Please contact the PSPSC for specific questions.

Customer Request
Entrance Bridge: <ul style="list-style-type: none"> • Within network interface • Separate from network interface
Jacks: <ul style="list-style-type: none"> • NW1NF Inside • NW101 Outside
Inside Wiring

12.10 Other Charges

12.10.1 Monthly Charges

Additional charges may be applicable based upon FCC, state mandates, and/or filed tariffs. Please access the [tariffs](#) for more detailed information.

Item	Tariff Reference
Touch-Tone #	A13
Non-Published Number #	A6
Non-Listed Number #	A6
FCC Interstate Toll Access <ul style="list-style-type: none"> • FCC Interstate Toll Access • Multiple Line Customers 	FCC #1 Sect. 4
Relay System Surcharge for the Hearing/ Speech Impaired	N/A

12.10.2 Directory Assistance

Charges may be applicable for calls placed to Directory Assistance. Rates can be found in Section [A3.9.2 and A18.7.2](#) of the tariff.

12.10.3 Operator Service Charges

Charges may be applicable for Operator requests such as:

- Line Verification
- Interruption
- Person to Person
- Other

Charges and when they apply can be found in Section [A3 and A18](#) of the tariff.

13. Georgia

13.1 Payphone Access Line Service Rates

13.1.1 Rate Basis

Payphone Access Line Service is provided on a flat rate basis appropriate for Payphone Service Providers.

13.1.2 Tariffs

Tariffs can be accessed through the [AT&T Tariff Documents](#) or by contacting:

Georgia Public Service Commission
244 Washington St. S.W.
Atlanta, GA. 30334

Telephone: 404 656-4501

13.2 Payphone Association

13.2.1 Definition

In some states, payphone associations have been formed to support Payphone Service Providers (PSPs). The Association listed below has provided this information to AT&T. Their inclusion in this handbook does not intend to imply any connection to AT&T other than to state a common interest.

GEORGIA PAYPHONE ASSOCIATION

Barry Selvidge, Executive Director, President Georgia Payphone Assoc.
7165 Polo Hill
Cumming, GA 30040

Phone: 678-966-0100 EXT 304

Fax: 770 205-0109

13.3 Basic Monthly Rate and Line Feature Options

13.3.1 Monthly Rate

The monthly Payphone Access Line is provided on a flat rate basis and is provided in Section [A7.4.6](#) of the tariff.

13.3.2 Line Service Feature Options

Additional service features are available for a Payphone Access Line. Following is a brief description of the features. More detailed information and charges, if applicable, should be reviewed in Section [A7.4](#) prior to making your selection.

OPTION	DESCRIPTION
A1	Two-way Service. Third number and collect calls to Public Telephone Access Service for PSP equipment are not allowed.
B1	Two-way Service. Provides screening information to the operator to prevent operator assistend sent-paid calls from being billed to the line. Further, third number and collect calls to Public Telephone Access service for PSP provided equipment are not allowed. Provides central off blocking of 1_900 and 976 calls.
C1	Two-way Service. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to Public Telephone Access service for PSP provided equipment are not allowed. Provides central office blocking of 011_ and 101XXXX 011+ calls.
D1	Outward Only Service. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Provides central office blocking of 011+ calls.
E1	Two-way Service. Provides central office blocking of 7 digit local, 976, 1+DDD, 1+900, 011+, and 101XXXX 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to Public Telephone Access Service for PSP provided equipment are not allowed.
F1	Outward Only Service. Provides central office blocking of 7 or 10 digit local, 1+DDD, 1+900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line
G1	Two-way Service. Provides central office blocking of 976, 1+DDD, 1 +900, 011+, and 101XXXX 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to Public Telephone Access Service for PSP provide equipment are not allowed.
H1	Outward Only Service. Provides central office blocking of 1+DDD, 1 +900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent -paid calls from being billed to the line.

13.4 Service Charges

13.4.1 New Installation & Change Request

A Service Charge is a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services or facilities. Service charges are categorized as:

- Line Connection Charge
- Line Change Charge
- Secondary Service Charge
- Premises Work Charge

A description of when a charge is applicable and the amount are available through Section [A.4](#) of the tariff.

13.4.2 Optional Services

Additional charges may be applicable for network interfaces, inside wiring, etc. Please contact the PSPSC for specific questions.

Customer Request
Entrance Bridge: <ul style="list-style-type: none"> • Within network interface • Separate from network interface
Jacks: <ul style="list-style-type: none"> • NW1NF Inside • NW101 Outside
Inside Wiring

13.5 Other Charges

13.5.1 Monthly Charges

Additional charges may be applicable based upon FCC, state mandates, and/or filed tariffs. Please access the [tariffs](#) for more detailed information.

Item	Tariff Reference
Touch-Tone #	A13
Non-Published Number #	A6
Non-Listed Number #	A6

Item	Tariff Reference
FCC Interstate Toll Access <ul style="list-style-type: none">• FCC Interstate Toll Access• Multiple Line Customers	FCC #1 Sect. 4
Relay System Surcharge for the Hearing/ Speech Impaired	N/A

13.5.2 Directory Assistance

Charges may be applicable for calls placed to Directory Assistance. Rates and information can be found in Sections A.18.7.2, A3.13.2 and A7.4.6 of the [tariff](#)

13.5.3 Operator Service Charges

Charges may be applicable for Operator requests such as:

- Line Verification
- Interruption
- Person to Person
- Other

Charges and when they apply can be found in Section [A3 and A18](#) of the tariff.

13.6 SmartLine Service

SmartLine Service has been obsoleted and is no longer available for new lines. Please contact the PSPSC regarding changes to existing SmartLine Service.

14. Kentucky

14.1 Payphone Access Line Service Rates

14.1.1 Rate Basis

Payphone Access Line Service is provided on a flat rate basis.

14.1.2 Tariffs

Tariffs can be accessed through [AT&T Tariff Documents](#) or by contacting:

Kentucky Public Service Commission
730 Schenkall Ln
Frankfort, KY 40602

Telephone: 502 564-2072

14.2 Payphone Association

14.2.1 Definition

In some states, payphone associations have been formed to support Payphone Service Providers (PSPs). Their inclusion in this handbook does not intend to imply any connection to AT&T other than to state a common interest.

KENTUCKY PAYPHONE ASSOCIATION

George Sword, President, Kentucky Payphone Assoc.
134 State Street
Bowling Green, KY 42101

Phone: 502 843-3012

Fax: 502 783-9371

14.3 Basic Monthly Rate & Line Feature Options

14.3.1 Monthly Rate

The monthly Payphone Access Line is provided on a flat rate basis and is provided in Section [A7.4](#) of the tariff.

14.3.2 Line Feature Options

Additional service features are available for a Payphone Access Line. Following is a brief description of the features. More detailed information and charges, if applicable, should be reviewed in Section [A7.4](#) prior to making your selection.

Description
Unrestricted Line - Two-Way or Outward Only Service, provides Billed Number Screening
Unrestricted Line - Two-Way or Outward Only Service, provides Billed Number Screening 011+ Blocking,1 & Operator Screening
Restricted Line A - Two-Way or Outward Only Service, provides Billed Number Screening, Operator Screening & blocks 011+, 1+900, 7 Digit local, 1+DDD and 976 calls
Restricted Line B - Two-Way or Outward Only Service, provides Billed Number Screening, Operator Screening & blocks 011+, 1+900, 1+DDD and 976 calls

14.4 Service Charges

14.4.1 New Installation & Change Request

A Service Charge is a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services or facilities. Service charges are categorized as:

- Line Connection Charge
- Line Change Charge
- Secondary Service Charge
- Premises Work Charge

A description of when a charge is applicable and the amount are available through Section [A.4](#) of the tariff.

14.4.2 Optional Services

Additional charges may be applicable for network interfaces, inside wiring, etc. Please contact the PSPSC for specific questions.

Customer Request
Entrance Bridge: <ul style="list-style-type: none"> • Within network interface • Separate from network interface

Customer Request
Jacks: <ul style="list-style-type: none"> • NW1NF Inside • NW101 Outside
Inside Wiring

14.5 Other Charges

14.5.1 Monthly Charges

Additional charges may be applicable based upon FCC and or GSST mandates or filed tariffs. Please access the [tariffs](#) for more detailed information

Item	Tariff Reference
Touch-Tone #	A13
Non-Published Number #	A6
Non-Listed Number #	A6
FCC Interstate Toll Access <ul style="list-style-type: none"> • Single Line Customers • Multiple Line Customers 	FCC #1 Sect. 4
Relay System Surcharge for the Hearing/Speech Impaired	N/A

14.5.2 Directory Assistance

Charges may be applicable for calls placed to Directory Assistance. Rates can be found in Section [A3](#) of the tariff.

14.5.3 Operator Service Charges

Charges may be applicable for Operator requests such as:

- Line Verification
- Interruption
- Person to Person
- Other

Charges and when they apply can be found in Section [A3 and A18](#) of the tariff.

14.6 SmartLine Service

SmartLine Service has been obsoleted and is no longer available for new lines. Please contact the PSPSC regarding changes to existing SmartLine Service.

15. Louisiana

15.1 Payphone Access Line Service Rates

15.1.1 Rate Basis

Payphone Access Line Service is provided on a flat rate basis.

15.1.2 Tariffs

Tariffs can be accessed through [AT&T Tariff Documents](#) or by contacting:

Louisiana Public Service Commission
P. O. Box 91154
Baton Rouge, LA. 70821-9154

Telephone: 504 342-1406

15.2 Payphone Association

15.2.1 Definition

In some states, payphone associations have been formed to support Payphone Service Providers (PSPs). The Association listed below has provided this information to AT&T. Their inclusion in this handbook does not intend to imply any connection to AT&T other than to state a common interest.

Southern Public Communications Association (LA, AL, MS)
President: David Cotton

2007 McArthur Drive
Suite 4
Alexandria, LA 71301

Telephone: 318-442-6009

15.3 Basic Monthly Rate & Line Feature Options

15.3.1 Basic Monthly Rate

The monthly rate per line for access line service can be found in Section [A.7.4](#) of the tariff

15.3.2 Line Feature Options

Additional service features are available for a Payphone Access Line. Following is a brief description of the features. More detailed information and charges, if applicable, should be reviewed in Section [A7.4](#) prior to making your selection.

Description
Unrestricted Line - Two-Way or Outward Only Service provides Billed Number Screening
Restricted Line - Two-Way or Outward Only Service provides Operator Screening, Billed Number Screening & blocks 011+ calls.
Restricted Line - Two-Way or Outward Only Service provides Operator Screening, Billed Number Screening & blocks 011+ 1+900, 7 digit local, 1 + to expanded local calling area, 1+DDD and 976 calls.
Restricted Line - Two-Way or Outward Only Service provides Operator Screening, Billed Number Screening & blocks 011+ 1+900,1+DDD, 1+ to expanded local calling area, and 976 calls.

15.4 Service Charges

15.4.1 New Installation & Change Request

A Service Charge is a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services or facilities. Service charges are categorized as:

- Line Connection Charge
- Line Change Charge
- Secondary Service Charge
- Premises Work Charge

A description of when a charge is applicable and the amount are available through Section [A.4](#) of the tariff.

15.4.2 Optional Services

Additional charges may be applicable for network interfaces, inside wiring, etc. Please contact the PSPSC for specific questions.

Customer Request
Entrance Bridge: <ul style="list-style-type: none"> • Within network interface • Separate from network interface

Customer Request
Jacks: <ul style="list-style-type: none"> • NW1NF Inside • NW101 Outside
Inside Wiring

15.5 Other Charges

15.5.1 Monthly Charges

Additional charges may be applicable based upon FCC and/or GSST mandates or filed tariffs. Please access the [tariffs](#) for more detailed information.

Item	Tariff Reference
Touch-Tone Service #	A13
Non-Published Number #	A6
Non-Listed Number #	A6
FCC Interstate Toll Access <ul style="list-style-type: none"> • Single Line Customers • Multiple Line Customers 	FCC #1, Sect. 4
Subscriber Line Charge (Intrastate)	A3
Relay System Surcharge for the Hearing/ Speech Impaired	N/A

15.5.2 Directory Assistance

Charges may be applicable for calls placed to Directory Assistance. Rates can be found in Section [A3](#) of the tariff.

15.5.3 Operator Service Charges

Charges may be applicable for Operator requests such as:

- Line Verification
- Interruption
- Person to Person
- Other

Charges and when they apply can be found in Section [A3 and A18](#) of the tariff.

15.6 SmartLine Service

SmartLine Service has been obsoleted and is no longer available for new lines. Please contact the PSPSC regarding changes to existing SmartLine

16. Mississippi

16.1 Payphone Access Line Service Rates

16.1.1 Rate Basis

Payphone Access Line Service is provided only under an Area Calling Plan (ACP). ACP is a usage (measured) rate service. PSPs must choose network access and a usage option.

16.1.2 Tariffs

Tariffs can be accessed through [AT&T Tariff Documents](#) or by contacting:

Mississippi Public Service Commission Rates and Tariff Department
P.O. Box 1174
Jackson, MS 39215-1174

Telephone: 601 961-5400

16.2 Payphone Association

16.2.1 Definition

In some states, payphone associations have been formed to support Payphone Service Providers (PSPs). The association listed below has provided this information to AT&T. Their inclusion in this handbook does not intend to imply any connection to AT&T other than to state a common interest.

Southern Public Communications Association (LA, AL, MS)
President: David Cotton

2007 McArthur Drive
Suite 4
Alexandria, LA 71301

Telephone: 318-442-6009

16.3 Basic Monthly Rate & Line Feature Options

16.3.1 Monthly Rate

The Payphone Access Line is provided under a usage plan. The rate per line for access line service can be found in Section [A7.4](#) of the tariff.

16.4 Line Feature Options

Additional service features are available for a Payphone Access Line. Following is a brief description of the features. More detailed information and charges, if applicable, should be reviewed in Section [A7.4](#) prior to making your selection.

Description
Unrestricted Line - Two-Way or Outward Only Service, provides Billed Number Screening
Restricted Line - Two-Way or Outward Only Service, provides Billed Number Screening, Operator Screening, and blocks 011+ calls.!
Restricted Line A - Two-Way or Outward Only Service, provides Billed Number Screening, Operator Screening & blocks 1+900, 7 digit local, 1+DDD, 976, and 011+ calls.!
Restricted Line B - Two-Way or Outward Only Service, provides Billed Number Screening, Operator Screening & blocks 1+900, 1+DDD, 976, and 011+ calls.!

16.5 Area Calling Plan Service

16.5.1 Description of Service

Area Calling Plan (ACP) is available in all serving offices and Payphone Access Line Service is provided in this manner.

The ACP offers two options for phone service. The options are described below. Specific information on the calling areas is available upon request from the PSPSC.

16.5.2 Economy Service [Tariff Reference A3.2.9](#)

This service is designed particularly for locations with relatively low usage of outgoing local calls. After a monthly basic line, calls are billed on a per call basis according to the rate chart on the following page.

16.5.3 Standard Service [Tariff Reference A3.2.9](#)

This service is designed for locations with average to high usage of outgoing local calls. A monthly basic line charge is plus a monthly local calling package is billed. This package includes an allowance for local calls

terminating in Bands A, B and C. Calls to these areas in excess of the allowance will be discounted 20% in addition to the off-peak discount described on the following page.

All usage charges are billed on a per call basis according to the rate chart on the following page.

Rate does not include long distance charges, taxes, subscriber line charges, any mileage charges or the cost of optional features such as Operator Screening. Rates are subject to change without notice.

16.5.4 Local Calling Rates [Tariff Reference A3.2.9](#)

Mileage Bands
A (0 miles)
B (1-10 miles)
*C (11-16 miles)
D (17-30 miles)
E (31-55 miles Biloxi LATA)
F (31-55 miles Jackson LATA)
G (56-85 miles Biloxi LATA)
* And existing local calling area greater than 16 miles.
** Usage charges for mileage bands H and I are applicable for calling within the Biloxi LATA only.

0+ calls and long distance calls to exchanges outside the EACP will be rated at the current toll charge.

16.5.5 Discount Periods [Tariff Reference A3.2.9](#)

The local calling rates shown above apply to weekdays (except holidays) 8 a.m. to 8 p.m. Off-peak period rates apply to all other times and are rated at a 50% discount. These rates apply to sent paid calls.

16.6 Enhanced Area Calling Plan

16.6.1 Description of Service [Tariff Reference A3.2.9](#)

The Enhanced Area Calling Plan (EACP) became available during 1993 in lieu of Basic ACP. This Enhanced Area Calling Plan expands the current 30 mile local calling radius to 55 miles and reduces the zone mileage charges to \$1.00 per month.

As with basic ACP, two usage options are available. The two options are described below.

16.6.2 Economy Service

This service is designed particularly for locations with relatively low usage of outgoing local calls. After a basic monthly line, calls are billed on a per call basis according to the rate chart on the following page.

16.6.3 Standard Service

This service is designed for locations with average to high usage of outgoing local calls. A basic line charge is \$28.00* a month, plus \$6.00 for a local calling package. This package includes a \$7.50 allowance for calls terminating in Bands A-D. All usage charges are billed in accordance with the usage schedule on the following page. All calls terminating in Bands A-D in excess of the allowance are rated at a 20% discount, in addition to the off-peak discount described on the following page.

*** Rate does not include long distance charges, taxes, subscriber line charges, any mileage charges or the cost of optional features such as Operator Screening. Rates are subject to change without notice.**

16.7 Service Charges

16.7.1 New Installation & Change Request

A Service Charge is a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services or facilities. Service charges are categorized as:

- Line Connection Charge
- Line Change Charge
- Secondary Service Charge
- Premises Work Charge

A description of when a charge is applicable and the amount are available through Section [A.4](#) of the tariff.

16.7.2 Optional Services

Additional charges may be applicable for network interfaces, inside wiring, etc. Please contact the PSPSC for specific questions.

Customer Request
Entrance Bridge: <ul style="list-style-type: none">• Within network interface• Separate from network interface
Jacks: <ul style="list-style-type: none">• NW1NF Inside• NW101 Outside
Inside Wiring

16.8 Other Charges

16.8.1 Monthly Charges

Additional charges may be applicable based upon FCC and or GSST mandates or filed tariffs. Please access the [tariffs](#) for more detailed information

Item	Tariff Reference
Non-Published Number	A6
Non-Listed Number	A6
FCC Interstate Toll Access <ul style="list-style-type: none">• Single Line Customers• Multiple Line Customers	FCC #1, Sect. 4
Subscriber Intrastate Line Charge	A3
Dual Party Relay Service Surcharge	N/A

16.8.2 Directory Assistance

Charges may be applicable for calls placed to Directory Assistance. Rates can be found in Section [A3](#) of the tariff.

16.8.3 Operator Service Charges

Charges may be applicable for Operator requests such as:

- Line Verification
- Interruption
- Person to Person
- Other

Charges and when they apply can be found in Section [A3 and A18](#) of the tariff.

16.9 SmartLine Service

SmartLine Service has been obsoleted and is no longer available for new lines. Please contact the PSPSC regarding changes to existing SmartLine Service.

16.10 Local Usage Detail (LUD)

16.10.1 Description

Local Usage Detail (LUD) is an option for usage based pricing customers who desire a printed listing of local call details in lieu of the usual summary billing of all dialed sent paid local usage. More detailed information is available through Section [A3.22](#) of the tariff.

17. North Carolina

17.1 Payphone Access Line Service Rates

17.1.1 Rate Basis

Payphone Access Line Service is provided on a usage rate basis where facilities permit. Otherwise the service will be provided on a message rate basis. Message rate service will be converted to measured service, at no charge, when facilities become available. These conversions are not optional.

17.1.2 Tariffs

Tariffs can be obtained through [AT&T Tariff Documents](#) or by contacting:

North Carolina Utilities Commission
P. O. Box 29510
Raleigh, North Carolina 27626-0510

Telephone: 919 733-2810

17.2 Payphone Association

17.2.1 Definition

In some states, payphone associations have been formed to support Payphone Service Providers (PSPs). The Association listed below has provided this information to AT&T. Their inclusion in this handbook does not intend to imply any connection to AT&T other than to state a common interest.

NORTH CAROLINA PAYPHONE ASSOCIATION
Vince Townsend, President NC Payphone Assoc.
P. O. Box 8179
Greensboro, NC 27419

Telephone: 336 547-0045

Fax: 335 854-0496

17.3 Monthly Rate and Line Feature Options

17.3.1 Monthly Rate

A monthly Payphone Access Line rate for and usage charges apply to Payphone Access Lines. The monthly rate, usage rates and discount periods can be found in Section [A.7.4](#) of the tariff.

17.3.2 Line Feature Options

Additional service features are available for a Payphone Access Line. Following is a brief description of the features. More detailed information and charges, if applicable, should be reviewed in Section [A7.4](#) prior to making your selection.

OPTION	DESCRIPTION
1	Two-Way service - no restrictions. Prevents collect or third number billed calls from being billed to access lines.
2	Two-Way service. Provides screening to prevent operator assisted sent-paid calls from being billed to the access line. Provides screening to prevent third number and collect calls from being billed to the access line.
3	Two-Way service. Provides screening to prevent operator assisted sent-paid calls from being billed to the access line. Provides screening to prevent collect and third number billed calls from being billed to the access line. Provides central office blocking of 7 digit local 976, 1+DDD, all 10XXX direct dialed calls, and 1+900 calls.
4	Two-Way provides screening to prevent operator assisted sent-paid calls from being billed to the access line. Provides screening to prevent collect and third number billed calls form being billed to the access line. Provides central office blocking of 976, 1+DDD, all 10XXX direct dialed calls, and 1+900 calls.
5	Two-Way service - no restrictions. Prevents collect or third number billed calls from being billed to access lines. Provides central office blocking of 011+ and 10XXX 011+ calls.
6	Two-Way service. Provides screening to prevent operator assisted sent-paid calls from being billed to the access line. Prevents collect or third number billed calls from being billed to the access line. Provides central office blocking of 011+ and 10XXX 011+ calls.
7	Two-Way service for use in confinement facilities utilizing line concentration. Provides operator screening. Prevents collect or third number billed calls from being billed to the access line
8	Two-Way service for use in confinement facilities utilizing line concentration. Provides operator screening, billed number screening and central office blocking of 011+ and 10XXX 011+ calls.
9	Outward Only Service - Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Provides central office blocking of 900, 976, (Customized Code Restriction Option Number 4) and 011+ calls direct distance dialed to numbers outside the North American Numbering Plan.
10	Outward Only Service - Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Provides central office blocking of 7 digit local, 1+DDD, 976, 1+900, (Customized Code Restriction Option Number 4), and 011+ calls direct distance dialed to numbers outside the Norh American Numbering Plan.

OPTION	DESCRIPTION
11	Outward Only Service - Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Provides central office blocking of 011+, 1+DDD, 976, 1+900 (Customized Code Restriction Option Number 4).

17.4 Service Charges

17.4.1 New Installation & Change Request

A Service Charge is a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services or facilities. Service charges are categorized as:

- Line Connection Charge
- Line Change Charge
- Secondary Service Charge
- Premises Work Charge

A description of when a charge is applicable and the amount are available through Section [A.4](#) of the tariff.

17.4.2 Optional Services

Additional charges may be applicable for network interfaces, inside wiring, etc. Please contact the PSPSC for specific questions.

Customer Request
Entrance Bridge: <ul style="list-style-type: none"> • Within network interface • Separate from network interface
Jacks: <ul style="list-style-type: none"> • NW1NF Inside • NW101 Outside
Inside Wiring

17.5 Other Charges

17.5.1 Monthly Charges

Additional charges may be applicable based upon FCC and or GSST mandates or filed tariffs. Please access the [tariffs](#) for more detailed information

Item	Tariff Reference
Touch-Tone Service	A13
Non-Published Number	A6
Non-Listed Number	
FCC Interstate Toll Access <ul style="list-style-type: none">• Single Line Customers• Multiple Line Customers	FCC #1, Sect. 4
Relay System Surcharge for the Hearing/ Speech Impaired	N/A

17.5.2 Directory Assistance

Charges may be applicable for calls placed to Directory Assistance. Rates can be found in Section [A3](#) of the tariff.

17.5.3 Operator Service Charges

Charges may be applicable for Operator requests such as:

- Line Verification
- Interruption
- Person to Person
- Other

Charges and when they apply can be found in Section [A3 and A18](#) of the tariff.

17.6 SmartLine Service

SmartLine Service has been obsoleted and is no longer available for new lines. Please contact the PSPSC regarding changes to existing SmartLine Service.

17.7 Local Usage Detail (LUD)

17.7.1 Description

Local Usage Detail (LUD) is an option for usage based pricing customers who desire a printed listing of local call details in lieu of the usual summary billing of all dialed sent paid local usage. More detailed information is available through Section [A3.22](#) of the tariff.

18. South Carolina

18.1 Payphone Access Line Service Rates

18.1.1 Rate Basis

Payphone Access Line Service is provided on a flat rate basis.

18.1.2 Tariffs

Tariffs can be accessed through [AT&T Tariff Documents](#) or by contacting:

South Carolina Public Service Commission
P. O. Drawer 11649
Columbia, South Carolina 29211

Telephone: 803 737-5105

18.2 Payphone Association

18.2.1 Definition

In some states, payphone associations have been formed to support Payphone Service Providers (PSPs). The Association listed below has provided this information to AT&T. Their inclusion in this handbook does not intend to imply any connection to AT&T other than to state a common interest.

SOUTH CAROLINA PUBLIC COMMUNICATIONS ASSOCIATION
Walter Rice, President SC Payphone Assoc.
P. O. Box 897
Goose Creek, SC 29445

Telephone: 843-764-3995

Fax: 843-863-8696

18.3 Monthly Rate and Line Feature Options

18.3.1 Monthly Rate

The Payphone Access Line basic rate is the Business Flat Rate Service monthly rate, for the exchange in which the service is located in addition to any optional line features selected. The monthly rate per line for access line service can be found in Section [A7.4](#) of the tariff.

18.3.2 Line Feature Options

Additional service features are available for a Payphone Access Line. Following is a brief description of the features. More detailed information and charges, if applicable, should be reviewed in Section [A7.4](#) prior to making your selection.

OPTION	DESCRIPTION
A	Two-Way service - no restrictions
B	Outward only! - no other restrictions
C	to prevent operator assisted sent-paid calls from being billed to the access line. Provides central office blocking of 011+ calls.@
D	Outward only.! Provides screening to prevent operator assisted sent paid calls from being billed to the access line. Provides central office blocking of 011+ calls.@
E	Two-Way service. Provides central office blocking of 7 digit local, 976, 1+DDD, and 1+900 calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Provide central office blocking of 011+ calls.@
F	Outward Only Service.! Provides central office blocking of 7 digit local, 976, 1+DDD, and 1+900 calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Provides central office blocking of 011+ calls.@
G	Two-Way Service. Provides central office blocking of 976, 1+DDD, and 1+900 calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Provides central office blocking of 011+ calls.@
H	Outward Only Service.! Provides central office blocking of 976, 1+DDD, and 1+900 calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Provides central office blocking of 011+ calls.@

18.4 Service Charges

18.4.1 New Installation & Change Request

A Service Charge is a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services or facilities. Service charges are categorized as:

- Line Connection Charge
- Line Change Charge
- Secondary Service Charge
- Premises Work Charge

A description of when a charge is applicable and the amount are available through Section [A.4](#) of the tariff.

18.4.2 Optional Services

Additional charges may be applicable for network interfaces, inside wiring, etc. Please contact the PSPSC for specific questions.

Customer Request
Entrance Bridge: <ul style="list-style-type: none"> • Within network interface • Separate from network interface
Jacks: <ul style="list-style-type: none"> • NW1NF Inside • NW101 Outside
Inside Wiring

18.5 Other Charges

18.5.1 Monthly Charges

Additional charges may be applicable based upon FCC and or GSST mandates or filed tariffs. Please access the [tariffs](#) for more detailed information

Item	Tariff Reference
Touch-Tone Service	A13
Non-Published Number	A6
Non-Listed Number	A6
FCC Interstate Toll Access <ul style="list-style-type: none"> • Single Line Customers • Multiple Line Customers 	FCC #1, Sect. 4
Relay System Surcharge for the Hearing/ Speech Impaired	N/A

18.5.2 Directory Assistance

Charges may be applicable for calls placed to Directory Assistance. Rates can be found in Section [A3 and A13](#) of the tariff.

18.5.3 Operator Service Charges

Charges may be applicable for Operator requests such as:

- Line Verification
- Interruption
- Person to Person
- Other

Charges and when they apply can be found in Section [A3 and A18](#) of the tariff.

18.6 SmartLine Service

SmartLine Service has been obsoleted and is no longer available for new lines. Please contact the PSPSC regarding changes to existing SmartLine Service.

19. Tennessee

19.1 Payphone Access Line Service Rates

19.1.1 Rate Basis

Payphone Access Line Service is provided on a usage rate basis

19.1.2 Tariffs

Tariffs can be obtained through [AT&T Tariff Documents](#) or by contacting:

Tennessee Regulatory Authority
Attention: Tariff Section
460 James Robertson Parkway
Nashville, TN 37243-0505

Telephone: 615 741-2791

19.2 Payphone Association

19.2.1 Definition

In some states, payphone associations have been formed to support Payphone Service Providers (PSPs). The Association listed below has provided this information to AT&T. Their inclusion in this handbook does not intend to imply any connection to AT&T other than to state a common interest.

Tennessee Association
President — Bob Wilson
P. O. Box 680082
Franklin, TN 37068

Telephone: 615 599-8717

19.3 Basic Monthly Rate and Feature Options

19.3.1 Monthly Rate

The monthly Payphone Access Line and usage rates can be found in Section [A.7](#) of the tariff.

19.3.2 Line Feature Options

Additional service features are available for a Payphone Access Line. Following is a brief description of the features. More detailed information and charges, if applicable, should be reviewed in Section [A7.4](#) prior to making your selection.

Description
Unrestricted Line - Two-Way or Outward Only Service, provides Billed Number Screening
Unrestricted Line - Two-Way or Outward Only Service, provides Billed Number Screening, Operator Screening & blocking of 011+ calls.

19.4 Service Charges

19.4.1 New Installation & Change Request

A Service Charge is a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunication services or facilities. Service charges are categorized as:

- Line Connection Charge
- Line Change Charge
- Secondary Service Charge
- Premises Work Charge

A description of when a charge is applicable and the amount are available through Section [A.4](#) of the tariff.

19.4.2 Optional Services

Additional charges may be applicable for network interfaces, inside wiring, etc. Please contact the PSPSC for specific questions.

Customer Request
Entrance Bridge: <ul style="list-style-type: none"> • Within network interface • Separate from network interface
Jacks: <ul style="list-style-type: none"> • NW1NF Inside • NW101 Outside
Inside Wiring

19.5 Other Charges

19.5.1 Monthly Charges

Additional charges may be applicable based upon FCC and or GSST mandates or filed tariffs. Please access the [tariffs](#) for more detailed information

Item	Tariff Reference
Touch-Tone Service	A13
Non-Published Number	A6
Non-Listed Number	A6
FCC Interstate Toll Access <ul style="list-style-type: none">• Single Line Customers• Multiple Line Customers	FCC #1, Sect. 4

19.5.2 Directory Assistance

Charges may be applicable for calls placed to Directory Assistance. Rates can be found in Section [A3](#) of the tariff.

19.5.3 Operator Service Charges

Charges may be applicable for Operator requests such as:

- Line Verification
- Interruption
- Person to Person
- Other

Charges and when they apply can be found in Section [A3 and A18](#) of the tariff.

19.6 SmartLine Service

SmartLine Service has been obsoleted and is no longer available for new lines. Please contact the PSPSC regarding changes to existing SmartLine Service.

19.7 Local Usage Detail (LUD)

19.7.1 Local Usage Detail (LUD)

Local Usage Detail (LUD) is an option for usage based pricing customers who desire a printed listing of local call details in lieu of the usual summary billing of all dialed sent paid local usage. More detailed information is available through Section [A3.22](#) of the tariff.