

TENNESSEE GUIDEBOOK

3. BASIC LOCAL EXCHANGE SERVICE

3.1 GENERAL

- a. Rates for local exchange service are related to the total number of main and equivalent main stations in the local calling area.
- b. Exchange Service Areas for each exchange are identified on maps filed as a supplement to this section of the Guidebook.
- c. The rates for service and equipment not specifically shown in this section are presented in other sections of the Guidebook.

3.2 MONTHLY LOCAL EXCHANGE SERVICE

3.2.1 FLAT RATE SERVICE

The customer is entitled to an unlimited number of local messages to all Central Office Access Lines bearing the designation of any central office of the exchanges included in the associated local service area.

<u>Exchange</u>	<u>RBS and LMS Available</u>	<u>Local Calling Area Page</u>
Baileyton	Yes	5
Blountville	Yes	5
Bluff City-Piney Flats	Yes	5
Bristol	Yes	5
Butler	Yes	6
Church Hill-Mt. Carmel	Yes	6
Elizabethton	Yes	6
Erwin	Yes	6
Fall Branch	Yes	6
Greeneville	Yes	6
Hampton	Yes	7
Johnson City	Yes	7
Jonesborough-Sulphur Springs	Yes	7
Kingsport	Yes	7
Limestone	Yes	7
Midway (Sullivan County)	Yes	8
Midway (Washington County)	Yes	8
Mosheim	Yes	8
Mountain City	Yes	8
Roan Mountain	Yes	9
Stoney Creek	Yes	9
Sullivan Gardens	Yes	9

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3. BASIC LOCAL EXCHANGE SERVICE

3.2 MONTHLY LOCAL EXCHANGE SERVICE (Cont'd)

3.2.2 MEASURED SERVICE

3.2.2.1 LOCAL MEASURED SERVICE (LMS)

A. Application and Regulations

- (1) Customers in all exchanges have the option of subscribing to LMS. LMS provides for measured calling to all points within the existing non-toll calling area. Billing for LMS consists of:
 - (a) a regular monthly charge for unlimited incoming service and for access to the local network
 - (b) a charge for each local call completed. The local exchange access rate is billed in advance. The charges for each local call (usage) are billed in arrears.
- (2) All customer lines associated with a particular account must be arranged for LMS and equipped for outward calling.
- (3) Local usage charges will not apply to calls to the Company Business Office, Repair Service as found in the local exchange telephone directory, or for 911 emergency service. Local calls to central office connecting facilities between the Company's central office and other common carriers for toll network connection are exempt.
- (4) LMS will not be provided for foreign exchange or foreign central office services.
- (5) LMS will be offered only in locations where facilities are available.
- (6) Fixed Call Forwarding cannot be provisioned on an LMS line.

B. Additional Charges

The monthly rates for LMS do not include the provision of call billing detail. When call billing detail is furnished, charges will apply. The customer must request a call billing detail at least 30 days in advance of the next billing for which detail is desired.

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3. BASIC LOCAL EXCHANGE SERVICE

3.2 MONTHLY LOCAL EXCHANGE SERVICE (Cont'd)

3.2.2 MEASURED SERVICE (Cont'd)

3.2.2.1 LOCAL MEASURED SERVICE (LMS) (Cont'd)

C. Usage Charges

(1) Usage charges which consider duration, distance, time-of-day, and day-of-week are in addition to the basic access line charge.

(2) Timing of Local Messages

(a) Chargeable time for all calls begins when connection is established between the calling station and the called station. Chargeable time ends when the calling station "hangs-up", thereby releasing the network connection. If the called station "hangs-up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network or by the Company operator.

(b) The time-of-day and day-of-week discounts apply to all calls which are originated within the designated discount period. The charges are determined separately for each rate period and the results are totaled.

(c) The discounts for the reduced rate period given in the Time-of-Day Discounts and Periods Table following is expressed as a percent reduction of the sum of the Call Connection and Minutes of Use charges.

(a) Discounts

For calls placed in the below listed time periods, discounted charges will apply as described:

<u>Period</u>	<u>Percent Discount</u>
Night (9 p.m. - 9 a.m.)	60%
Weekend (9 p.m. Fri - 9 a.m. Mon)	60%

(b) Residence customers who have been certified to the Company as hearing and/or speech impaired and communicate over telephone facilities by means other than voice will be allowed the weekend discount during regular hours.

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3. BASIC LOCAL EXCHANGE SERVICE

3.2 MONTHLY LOCAL EXCHANGE SERVICES (Cont'd)

3.2.2 MEASURED SERVICE (Cont'd)

3.2.2.2 RESIDENCE BUDGET SERVICE (RBS)

A. Application and Regulations

- (1) Residence individual line customers in all exchanges have the option of subscribing to RBS. RBS provides for message calling to all points within the existing non-toll calling area. Billing for RBS consists of:
 - (a) a regular monthly charge for unlimited incoming service and for access to the local network and
 - (b) a charge for each local call completed. The local exchange access rate is billed in advance. The charges for each local call (message) are billed in arrears.
- (2) Residence individual line customers will have the option of maintaining their current telephone service or changing to RBS.
- (3) Normal service connection charges for existing customers will not apply for the establishment of and/or RBS offering within the six month period commencing with the effective date of the exchange offering and no activity other than this service change takes place. Changes in excess of this allowance will be billed the regular charges, as appropriate.
- (4) RBS customers will not be provided the option of call billing detail.
- (5) Local calls to central office connecting facilities between United's central office and other common carriers for toll network connection are exempt from message charges.
- (6) RBS offerings are for transmission of voice communications. Due to the nature of the service, data transmission via RBS access lines may result in preventing, obstructing or delaying the telephone service of others. The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of data transmission over or by means of the RBS access line.
- (7) All customer lines at a given location must be arranged for RBS and equipped for outward calling.

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3. BASIC LOCAL EXCHANGE SERVICE

3.3 LOCAL CALLING AREAS

3.3.1 GENERAL

Customers are entitled to local messages to all CO Access Lines bearing the central office designations of additional exchanges as shown below:

3.3.2 LOCAL SERVICE AREAS

<u>EXCHANGES</u>	<u>EXCHANGES INCLUDED IN LOCAL CALLING AREAS</u>
Baileyton	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Blountville	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., and Bristol, VA., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Morrison City, VA., Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Bluff City - Piney Flats	Baileyton, Blountville, Bluff City - Piney Flats, Bristol, TN. and Bristol, VA., Butler, Church Hill - Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Bristol, Tennessee	Baileyton, Blountville, Bluff City - Piney Flats, Bristol, TN. and Bristol, VA., Butler, Church Hill - Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens

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3. BASIC LOCAL EXCHANGE SERVICE

3.3 LOCAL CALLING AREAS (Cont'd)

3.3.2 LOCAL SERVICE AREAS (Cont'd)

<u>EXCHANGES</u>	<u>EXCHANGES INCLUDED IN LOCAL CALLING AREAS</u>
Butler	Baileyton, Blountville, Bluff City - Piney Flats, Bristol, TN., Butler, Church Hill - Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Church Hill - Mt. Carmel	Baileyton, Blountville, Bluff City - Piney Flats, Bristol, TN., Butler, Church Hill - Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Morrison City, VA., Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Elizabethton	Baileyton, Blountville, Bluff City - Piney Flats, Bristol, TN., Butler, Church Hill - Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Erwin	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Fall Branch	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Morrison City, VA., Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Greeneville	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Bulls Gap (BellSouth), Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens

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3. BASIC LOCAL EXCHANGE SERVICE

3.3 LOCAL CALLING AREAS (Cont'd)

3.3.2 LOCAL SERVICE AREAS (Cont'd)

<u>EXCHANGES</u>	<u>EXCHANGES INCLUDED IN LOCAL CALLING AREAS</u>
Hampton	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Johnson City	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Jonesborough - Sulphur Springs	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Kingsport	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Morrison City, VA., Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Limestone	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens

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3. BASIC LOCAL EXCHANGE SERVICE

3.3 LOCAL CALLING AREAS (Cont'd)

3.3.2 LOCAL SERVICE AREAS (Cont'd)

<u>EXCHANGES</u>	<u>EXCHANGES INCLUDED IN LOCAL CALLING AREAS</u>
Midway (Sullivan County)	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Morrison City, VA., Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Midway (Washington County)	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Mosheim	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Bulls Gap (BellSouth), Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Mountain City	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Shady Valley (Skyline Telephone Membership Corporation), Stoney Creek and Sullivan Gardens

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3. BASIC LOCAL EXCHANGE SERVICE

3.3 LOCAL CALLING AREAS (Cont'd)

3.3.2 LOCAL SERVICE AREAS (Cont'd)

<u>EXCHANGES</u>	<u>EXCHANGES INCLUDED IN LOCAL CALLING AREAS</u>
Roan Mountain	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Stoney Creek	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens
Sullivan Gardens	Baileyton, Blountville, Bluff City-Piney Flats, Bristol, TN., Butler, Church Hill-Mt. Carmel, Elizabethton, Erwin, Fall Branch, Greeneville, Hampton, Johnson City, Jonesborough-Sulphur Springs, Kingsport, Limestone, Midway (Sullivan County), Midway (Washington County), Morrison City, VA., Mosheim, Mountain City, Roan Mountain, Stoney Creek and Sullivan Gardens

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3. BASIC LOCAL EXCHANGE SERVICE

3.3 LOCAL CALLING AREAS (Cont'd)

3.3.3 EXTENDED COMMUNITY CALLING SERVICE (ECCS)

- a. Extended Community Calling Service is an optional service which permits measured time one-way calling to exchanges not in the customer's local service area as listed below. ECCS is subject to the regulations as specified for Optional Calling plans in Section 9.2 of this Guidebook.
- b. Rates for one-way Extended Community Calling Service to a selected measured time service area are in addition to the basic local exchange service monthly rate in the customer's exchange.

3.3.4 COUNTY-WIDE CALLING

In addition to the local calling areas as described in 3.3, toll free calling is provided between all local exchange service locations within the same county. Toll charges will be eliminated on these calls; however, these calls will be rated and charged as local calls for customers who subscribe to Measured Service options. On operator assisted calls, appropriate local operator service charges will apply.

This service will be provided to customers moving into designated fringe areas within 7 days of the inward move when the exchanges are controlled by United Telephone Southeast LLC.

These toll free calling areas are not provided to the following:

- Quoted Charges
- Foreign Exchange
- Call Forwarding - Automatic

3.4 ROTARY LINE SERVICE

3.4.1 GENERAL

Rotary Line Service is a combination of two or more individual lines connected to the central office and arranged so that incoming calls to the listed number overflow to the next available line if the listed number is busy. Rotary Line Service is provided on individual lines, however, charges are not applicable when a rotary line arrangement is used in connection with premium classes of individual line service such as Key System central office lines.

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3. BASIC LOCAL EXCHANGE SERVICE

3.5 LOCAL OPERATOR VERIFICATION/INTERRUPTION SERVICE

3.5.1 GENERAL

Verification service provides operator assistance in determining if a called line is in use. Interruption service provides for operator interruption of a conversation in progress on a called line. The customer may request these services for a charge, where facilities are available, by calling the "0" Operator.

3.5.2 APPLICATION OF CHARGES

1. The charges specified in c. following will apply to all requests except:
 - (a) Emergency requests from official emergency agencies when the request is received on an agency line from agency personnel.
 - (b) Emergency requests in which the caller identifies that the request is to (1) an official public emergency agency; (2) an emergency medical number; or (3) a privately endowed and operated suicide, drug, alcohol, or runaway crisis reporting center.
 - (c) Requests in which the operator encounters a trouble condition or has reason to believe a trouble condition exists.
 - (d) Verification: A charge applies each time the operator verifies a called line and hears voice communication.
 - (e) Interruption: A charge applies each time the operator interrupts a conversation that is in progress on the called line. The charge is for the interrupt service and does not depend on whether the called party agrees to release the line and accept the call.
 - (f) If an operator both verifies the condition of the line and interrupts conversation on the same request, the interrupt charge only applies.
 - (g) The charges for Verify/Interrupt service are in addition to any applicable message rates.

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3. BASIC LOCAL EXCHANGE SERVICE

3.6 OPERATOR ASSISTED LOCAL CALLS

- a. A surcharge will apply when the caller requests operator assistance and the call is completed within the local service area. The call may be billed to the originating telephone, credit card, third number, collect or any other special identification number.
- b. Application of Charges
 1. The surcharge will be applied to each completed call except:
 - (a) For calls to the Company for official telephone business.
 - (b) For emergency calls to agency type telephone numbers such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations and to any emergency medical number.
 - (c) When the caller identifies himself as being handicapped and unable to place the call due to his handicap.
 - (d) When the caller advises he has had service trouble in reaching the terminating number.