

8. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

8.1 APPLICATION

This Guidebook section applies to Long Distance Message Telecommunications Service (MTS) furnished or made available by the Company and its connecting companies, over facilities wholly within the Geographic Market Area (GMA) or LATA within the State of Tennessee.

8.2 GENERAL

- a. Long Distance Message Telecommunications Service is that of furnishing facilities for communications between stations in different rate centers for two-point service.
- b. Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in Section 8.5.
- d. Long Distance MTS is provided for use by the Customer and may be used by others when so authorized by the Customer. Use of the service is subject to regulations in Section 2 of the Guidebook, with the exception of Sections 2.2.1a and 2.2.1b which restrict the use of service and prohibit payment to customers by another for use of the service.
- e. For completing calls within the Company's Tennessee LATA, customers dial only the seven (7) digit telephone number. At the request of a customer, seven (7) digit dialing can be restricted to the local calling area, with all remaining calls within the Company's Tennessee LATA dialed as 1+423+7 digits. The seven (7) digit blocking service is provided in Section 13.15.

8. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

8.3 TWO-POINT SERVICE

8.3.1 SERVICE BETWEEN LAND WIRE STATIONS

a. Classes of Service

Service is offered on a Station-to-Station basis, as Dial or Operator, or on a Person-to-Person basis. These classes of calls are defined in Section 1, Definition of Terms.

b. Long Distance Minutes and Differentials

1. All rates given in the rate table in f. following are for each minute or any fraction thereof for the connection.
2. Differentials for Dial Credit Card Station-to-Station, Operator Station-to-Station and Person-to-Person calls are stated in f. following. No differential applies for Dial Station-to-Station calls.

After determining the Basic Rate differentials are added where appropriate.

c. Timing of Messages

1. The time when connection is established, as provided in 2. through 5. following, determined in accordance with the time - standard or daylight saving - observed at the location of the rate center of the calling station, determines what rate schedule applies. This rule applies whether the call is originated as paid or collect.
2. On all Station-to-Station calls, chargeable time begins when connection is established between the calling telephone and the called telephone.
3. On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.

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8.3 TWO-POINT SERVICE (Cont'd)

8.3.1 SERVICE BETWEEN LAND WIRE STATIONS (Cont'd)

c. Timing of Messages (Cont'd)

4. 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 either by automatic timing equipment in the telephone network or by the Company operator.
5. Chargeable time does not include time lost because of faults or defects in the service.

d. Reversal of Charges (Collect Calls)

1. Collect calls are permissible for all telephone calls provided the charges are accepted at the called station.
2. The regularly established Operator Station-to-Station or Person-to-Person rates apply.

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8.3 TWO-POINT SERVICE (Cont'd)

8.3.2 Special Reversed Charge Service (Enterprise Service)

a. General

1. Special Reversed Charge Service is an arrangement whereby charges for long distance messages will be reversed to the called customer without specific request of the calling party.
2. Company assigns a special call number designation for the use of patrons in each exchange in which the service is to be furnished. One directory listing in the alphabetical section is provided without charge for each such exchange.
3. Calls for the special number designation are accepted only on an Operator-Handled Station-to-Station basis and when originated at telephones located in the exchange to which the special number has been assigned. Only those long distance calls placed by calling the special number are considered as coming within the scope of the service.
4. Customers subscribing to Special Reversed Charge Service assume all charges for completed calls made to their special numbers.

b. Application of Rates and Charges

1. Each completed call is charged for at the established rate for a completed sent-paid Operator-Handled Station-to-Station call.
2. In addition a monthly service charge applies in each exchange in connection with which the service is furnished. Additional directory listings may be provided at charges shown in Section 6 of this Guidebook.
3. The initial contract period is two months.

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8.3 TWO-POINT SERVICE (Cont'd)

8.3.3 Long Distance Operator Verification/Interruption Service

a. 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. Customers may request these services for a charge, where facilities are available, by calling the Operator ("0").

b. Application of Charges

1. The charges will apply to all requests except:

- (a) 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.
- (b) Requests in which the operator encounters a trouble condition or has reason to believe a trouble condition exists.
 1. Verification: A charge applies each time the operator verifies a called line and hears voice communication.
 2. 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.
 3. If an operator both verifies the condition of the line and interrupts conversation on the same request, the interrupt charge only applies.
 4. The charges for Verify/Interrupt service are in addition to any applicable message rates.

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8.4 CONFERENCE SERVICE

8.4.1 GENERAL

- a. Long distance message telephone conference service is that of furnishing connections between three or more land telephone numbers on one connection at the same time.
- b. Service is furnished where and to the extent that facilities permit.
- c. All stations on a conference connection may be so interconnected that each may communicate with all the others, or arrangements may be made whereby one station will be the transmitting station and all others receiving stations.
- d. One class of service only is offered whether the call is to specified persons or specified telephones.
- e. The Company, upon request, will attempt to arrange for the establishment of a conference call at a specified time.

8.4.2 APPLICATION OF CHARGES

- a. Timing of Messages
 - 1. Chargeable time begins when connection is established between all the persons on the conference and ends when the connection is terminated at any point.
 - 2. A customer's request that a station or stations be added to or disconnected from a conference call on which conversation is in progress is considered as terminating the call and initiating a new call to the revised group of stations.
 - 3. Chargeable time does not include time lost because of faults or defects in the service.
- b. Charges for conference calls may, upon request, be reversed provided the total charge will be billed against one called station and the charge is accepted at the designated station.
- c. When more than ten stations are interconnected on one conference connection at any one time, the minimum charge applicable is that for a conference connection of ten minutes duration.

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8.4 CONFERENCE SERVICE (Cont'd)

8.4.3 APPLICATION OF RATES

Conference charges are determined as provided in a. or b. following:

- a. When conference facilities are not locally available to the operator handling calls of an exchange, and a subscriber wishes to place a call connecting three or more persons within the same local calling area, the minimum charge shall apply as determined in b. following.
- b. The total charge for a conference call is the sum of the following:
 1. For the two stations on the connection which are farthest apart, the charge is:

The total charge for a regular two-point Person-to-Person long distance message between those two points.
 2. For each additional station connected, the charge is the same charge as determined above.

8.5 AIRLINE MILEAGE BETWEEN RATE CENTERS

8.5.1 General

Vertical, horizontal coordinates for rate centers and the method of applying rates to and from the rate centers are maintained in NECA Tariff 4.