

FACILITIES FOR INTRASTATE ACCESS

GTE SOUTH INCORPORATED

SOUTH CAROLINA

ISSUED:

BY: Vice President
Durham, North Carolina

TARIFF A

Third Revised Page 1

EFFECTIVE: September 22, 1992

8. ANCILLARY SERVICES

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SOUTH CAROLINA

ISSUED: December 14, 1992
BY: Vice President
Durham, North Carolina

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Fifth Revised Page 1
EFFECTIVE: February 9, 1993

8. ANCILLARY SERVICES

8.1 General

8.1.1 Service Offerings

Ancillary Services are available in the following categories:

- | | | |
|-----|---------------------------------------|-----|
| (A) | Billing and Collection Services | (T) |
| | - Call Recording Service | |
| | - Message Processing Service | |
| | - Assembly and Editing Service | |
| | - Call Record Provision Service | |
| | - Message Bill Processing Service | |
| | - Bill Rendering Service | |
| | - Message Investigation Service | |
| | - Billing Plus sm Service | (T) |
| | - Prime Billing sm Service | (T) |
| | - Program Development | |
| | - Inquiry Service | |

Regulations, rates and charges as follows apply to Ancillary Services and shall not serve as a substitute for customer tariff offerings of services to end users. The provision of such Ancillary Services by the Telephone Company, as set forth following, does not constitute a joint undertaking with the customer for the furnishing of any service.

The Telephone Company's undertaking to provide Ancillary Services is made only in conjunction with intrastate services offered within its operating territory.

The regulations, rates and charges contained herein are in addition to the applicable regulations, rates and charges specified in other sections of this tariff and in other tariffs of the Telephone Company which are referenced herein.

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EFFECTIVE: September 10, 1991

8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.2 Regulations

(A) Undertaking of the Telephone Company

(1) Provision of Ancillary Services

- (a) The Telephone Company, to the extent Ancillary Service are, or can be made available with (T) reasonable effort, will provide to the customer Ancillary Services as described in 8.1.3, at rates and charges as specified in 8.1.5.
- (b) When the customer subscribes to Call Recording Service, as set forth in 8.1.3(A)(1), and customer message detail is not available because the Telephone Company lost or damaged tapes or incurred recording system outages, the Telephone Company will estimate the volume of lost customer messages and associated revenue based on previously known values determined from historical data. In such events the extent of the Telephone Company's liability for damages shall be limited to the granting of a corresponding credit adjustment on the customer's bill representing amounts due to the customer for the unbilled revenue.

When the Telephone Company is notified that, due to error or omission, incomplete data has been provided to a customer, the Telephone Company will make every reasonable effort to locate and/or recover the data and provide new magnetic tapes to the customer at no additional charge. Such request to recover the data must be made within 30 days from the date the details were initially made available to the customer. If the data cannot be recovered, the extent of the Telephone Company's liability for damages shall be limited as set forth in the preceding paragraph.

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.2 Regulations (Continued)

(A) Undertaking of the Telephone Company (Continued)

(1) Provision of Ancillary Services (Continued)

(c) The Telephone Company shall be responsible for contacts and arrangements with the end user concerning the billing, collecting, crediting and adjusting of the customer's service charges, when the Telephone Company provides Inquiry Service as set forth in 8.1.3(A)(11).

(d) Message Bill Processing, Bill Rendering, Billing Plussm Service, Prime Billingsm and Inquiry Services will only be offered by the Telephone Company with the purchase of receivables. The Telephone Company will purchase the customer's receivables at a discount from face value. The exact contents of the discount factor and specific settlement procedures will be contained in individual contractual arrangements signed by each customer. (T)

(2) Discontinuance and Refusal of Ancillary Services

(a) If the customer fails to comply with the provisions of this tariff, including any payments to be made by it on the dates or at the times herein specified, and fails within thirty (30) days after written notice via certified mail from the Telephone Company to an officer of the customer requesting payment for such noncompliance, the Telephone Company may discontinue the provision of the Ancillary Service. In case of such discontinuance, all applicable charges shall immediately become due.

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Durham, North Carolina

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EFFECTIVE: April 24, 1990

8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.2 Regulations (Continued)

(A) Undertaking of the Telephone Company (Continued)

(2) Discontinuance and Refusal of Ancillary Services (Continued)

- (b) If the customer repeatedly fails to comply with the provisions of this tariff in connection with the provision of Ancillary Services and fails to correct such course of action after notice as set forth in (a) preceding, the Telephone Company may refuse applications for additional Ancillary Services. (M)

(B) Obligations of the Customer

(T)

(1) References to the Telephone Company

(T)

The customer may advise end users that Ancillary Services are provided by the Telephone Company in connection with the service the customer furnishes to its end users.

(M)

(2) Request for Service

(T)

(a) Minimum Order Periods

The customer shall order Ancillary Service(s) with the following minimum requirements:

The minimum period for which Call Recording Service is provided and for which charges apply is one month (30 days). A customer may cancel Call Recording Service on any date prior to the start of the next month's service. If written notice is not received from the customer, or from the telephone company that ordered the Call Recording Service prior to the start of the following month's service, the Telephone Company shall assume that the service is to be extended for another month (30 days).

(T)

(M)¹

(M) Material transferred from Page 3.

(N)

(M)¹ Material transferred to Page 5.

(N)

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.2 Regulations (Continued)

(B) Obligations of the Customer (Continued)

(2) Request for Service (Continued)

(a) Minimum Order Periods (Continued)

The initial minimum period for Message Processing, Message Bill Processing, Bill Rendering, Billing Plussm, Prime Billingsm, and Inquiry Services is three years. Six months prior to the end of the initial order period or subsequent extension, the customer shall notify the Telephone Company in writing, if the service is to be discontinued. If no notice is received from the customer, the Telephone Company shall assume that the service is extended for another year. (T)

(b) Order Requirements

When Call Recording Service is ordered, the customer shall furnish the Telephone Company an estimate of the number of messages (message capacity) to be recorded. When Call Recording Service is provided from an end office switch, the estimate of the number of messages to be recorded shall be provided by end office. When Call Recording Service is provided from an access tandem, the estimate of the number of messages to be recorded shall be provided by access tandem. The message capacity shall be provided by year.

When Message Processing Service is ordered, the customer shall furnish the Telephone Company an estimate of the number of messages (message capacity) to be processed. The number of messages shall be provided by year.

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.2 Regulations (Continued)

(B) Obligations of the Customer (Continued)

(2) Request for Service (Continued)

(b) Order Requirements (Continued)

When Message Bill Processing, Message Investigation, Billing Plussm, Prime Billingsm and Inquiry Services are ordered for MTS/WATS services, the customer shall furnish the Telephone Company an estimate of the number of messages (message capacity) to be billed. The message capacity shall be provided by year. Separate estimates shall be furnished by the customer for MTS messages, bulk-billed messages (WATS/800 services) and invoice billing messages. (T)

When Bill Rendering Service is ordered, the customer shall furnish the Telephone Company an estimate of the number of bills for which Bill Rendering Service will be provided. The bill capacity shall be provided by year. Separate estimates shall be furnished by the customer for MTS bills, bulk-billed (WATS/800) bills and invoice billing bills. (T)

(C) Payment Arrangements

(1) Minimum Charges

(a) Call Recording, Message Processing, Message Bill Processing, Billing Plussm, Bulk-Billed, Prime Billingsm and Inquiry Services are subject to minimum charges. (T)

(b) Any minimum billings associated with the above services, will be filed on an individual case basis in Section 8.1.5(B) of this tariff. (T)

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ISSUED: March 19, 1990
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EFFECTIVE: April 24, 1990

8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.2 Regulations (Continued)

(C) Payment Arrangements (Continued)

(2) Cancellation of Order for Ancillary Services

(T)(M)

- (a) When an order for Ancillary Services is cancelled prior to the start of installation of such Ancillary Services, no charges will apply. Installation of Ancillary Services is considered to have started when the Telephone Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.
- (b) Where program development of Ancillary Services has been started prior to the cancellation, and to the extent the Telephone Company has another use for the specially developed Ancillary Services, no charge applies. When the Telephone Company has no other use for the specially developed Ancillary Services, a charge equal to the costs incurred prior to the date of cancellation applies. Such charge is determined as detailed in paragraph (c).
- (c) The charge, as specified in paragraph (b), includes the cost, less the net salvage value of equipment and material either ordered, provided or installed, plus the nonrecoverable cost of system development and installation. Charges will be determined on an individual case basis as required and will be specified in 8.1.5(C).

(T)

(3) Acceptance of Gift Certificates

(T)

The Telephone Company will accept customer gift certificates for payment from end users, if the customer agreed in writing to redeem all such gift certificates.

(M)
(M)¹

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.2 Regulations (Continued)

(C) Payment Arrangements (Continued)

(4) Minimum Period Disconnect Charges

Minimum period disconnect charges will apply, if service is discontinued prior to the expiration of the minimum period. For Call Recording Service, the Telephone Company will use the most recent 30 day period for which data is available to determine the total minimum monthly charge. The customer will only be billed for the adjusted amount due, if payment has been received for any portion of the discontinued service.

If, for Message Processing, Message Bill Processing, Bill Rendering, Billing Plussm, Prime Billingsm and Invoice Services, service is discontinued prior to the end of the period ordered, the customer will pay the minimum charges for the remaining months of the minimum order period specified in 8.1.2(B)(2) (a). (T)

The monthly charge for Message Processing, Message Bill Processing, Bill Rendering, Billing Plussm, Prime Billingsm and Invoice Services, will be one-twelfth of the appropriate yearly message capacity (i.e., MTS service billed or bulk-billed capacity estimate) furnished by the customer as set forth above, times the appropriate Message Processing, Message Bill Processing, Bill Rendering, Billing Plussm, Prime Billingsm and Inquiry Services rate. (T)

(5) Payment of Charges

When the Telephone Company purchases Call Recording from another telephone company and/or Message Processing Services from another telephone company or entity for a customer, the rates and charges for such services contained in this tariff are applicable.

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Durham, North Carolina

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EFFECTIVE: September 6, 1994

8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.2 Regulations (Continued)

(C) Payment Arrangements (Continued)

(6) Customer's End User Deposits

When Bill Rendering, Billing Plussm and Prime Billingsm Services are ordered, the Telephone Company will determine and collect a deposit from the customer's end user in accordance with the Telephone Company deposit regulations. The Telephone Company will provide the customer with a copy of its deposit regulations upon request.

8.1.3 Description of Ancillary Services

Ancillary Services consist of (1) Billing and Collection Service and (2) Operator Services. Ancillary Services shall be furnished to subscribers to the Telephone Company's access services, and in addition other telecommunications service providers, including providers of telephone answering services or voice messaging services. (C)

All subscribers of Ancillary Services are subject to the terms and conditions contained within this tariff. Should the customer choose to perform his/her own ancillary functions and require sufficient information to do so, listed customer information may be purchased consistent with state regulations governing any rights to privacy. (N)

(M)

(M) Material has been moved to Page 9.1.

(N)

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ISSUED: July 18, 1994
BY: Vice President
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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services

(M)

(1) Call Recording Service

The Telephone Company will provide Call Recording in Telephone Company suitably equipped end offices or tandems. Call recording is available only with FGC, FGD or similar Feature Group offerings, when used in the provision of MTS/ WATS services. Call Recording is the entering on magnetic tape or other acceptable media the details of customer messages originated through Switched Access Service or Switched Access-like service for which answer and disconnect supervision has been received. The Telephone Company will provide the customer, upon request, the recorded message detail, as agreed to by both parties, for each completed intrastate message generated by end users gaining access to the customer from the Access Area.

(M)

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services (Continued)

(T)

(1) Call Recording Service (Continued)

The equipment at the customer designated location shall provide such signals as may be required for the proper operation of the Telephone Company's automatic call recording equipment used to perform this function.

The Telephone Company may purchase Call Recording Service from another telephone company. Another telephone company or entity may purchase Call Recording Service from the Telephone Company.

A standard format for the provision of the recorded message detail will be established by the Telephone Company. The Telephone Company will provide to the customer the precise details of the format. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will provide notification to the customer six months in advance of the change.

(2) Message Processing Service

Message Processing Service consists of the transformation of recorded customer message details into rated messages. Message Processing Service will be provided for each intrastate message generated by end users gaining access to the customer from the Access Area of the Telephone Company. Message Processing Service includes the following:

(a) Assembly of Message Detail

This function consists of arranging the customer's recorded message details into a format required for subsequent processing.

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services (Continued)

(T)

(2) Message Processing Service (Continued)

(b) Editing of Message Detail

This function consists of examining individual message details and identifying the messages with errors or the messages which require further examination.

(c) Rating of Messages

This function consists of calculating the charges for messages based on the customer's schedule of charges and the message detail.

The Telephone Company will provide Message Processing Service only for customer messages originated within the Access Area.

For the purpose of performing Message Processing Service, the Telephone Company may purchase Message Processing Service from another telephone company or entity as set forth in 8.1.2 (C)(5). Another telephone company or entity may purchase Message Processing Service from the Telephone Company.

Where the customer provides its own message details, it must be in the standard format established by the Telephone Company. The Telephone Company will provide to the customer the precise details of the required format. If, in the course of Telephone Company business, it is necessary to change the format, the telephone company will provide notification to the customer six months in advance of the change.

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services (Continued) (T)

(2) Message Processing Service (Continued)

Where the Telephone Company has rated customer messages which are to be billed to an end user by another telephone company or entity, the Telephone Company will enter the customer messages on a magnetic tape or data file and transmit the rated messages as set forth in 8.1.3 (A)(4).

(3) Assembly and Editing Service

Assembly is the aggregation of recorded message details to create individual messages for rating. Editing is the process of verifying that the assembled message data is in accordance with the Telephone Company standard format and prescribed Exchange Message Interface (EMI) specifications.

The editing function consists of examining individual message detail and identifying the messages with errors or the messages requiring further examination. The editing process includes the validation of data categories such as; but not limited to, the following:

- Called Telephone Number
- Calling Telephone Number
- Date

The assembled and edited recorded message detail will be provided to the customer as set forth in 8.1.3(A)(4).

(4) Call Record Provision Service

Call Record Provision Service is the transmission and receipt of rated and unrated message data. It also includes the transmission of end user data as a result of customer generated activity (i.e., transmitting end user data during conversion activities, etc.)

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services (Continued) (T)

(4) Call Record Provision Service (Continued)

The billing information and/or end user data may be transmitted or received on magnetic tape or other acceptable media via either of two principal methods:

- Hand carried recording media (i.e., magnetic tape).
- Direct interface (data link) to the Telephone Company billing center.

The Telephone Company will determine the number of magnetic tapes required to transmit message/record data to the customer, another telephone company or billing entity.

(5) Message Bill Processing Service

Message Bill Processing Service is the accumulation, guiding and preparation of messages (including the application of taxes), for end user bill rendering for MTS/WATS services.

Message-Billed Message Bill Processing Service is the accumulation, guiding, posting and formatting of rated message detail for bill rendering. The telephone company will process Calling Plans (i.e., Directory Assistance, Optional Calling Plans, Dial-It calls, etc.) that require the application of a discount to aggregate MTS usage as a part of its Message-Billed Message Bill Processing Service.

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services (Continued)

(T)

(5) Message Bill Processing Service (Continued)

Bulk-Billed Message Bill Processing Service is the accumulation, guiding and posting of rated message detail where the individual message detail is not provided on the bill rendered to the end user.

The rating may have been done by the Telephone Company, another entity, or the customer. Where a customer subscribes to Message Processing Service as set forth in 8.1.3(A)(2), the rated customer messages will be used as the input. If the customer provides the rated messages, the end user account to be billed shall be identified and the records shall be provided in the standard format established by the Telephone Company and delivered, as set forth in 8.1.3(A) (4) or 8.1.4(A)(13), to the location specified by the Telephone Company.

If the customer provided rated messages must be converted by the Telephone Company to the standard format, and the Telephone Company agrees to make the conversion, program development charges as set forth in 8.1.5(A) apply for the hours required to design, develop, test and maintain the necessary programs. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will provide notification to the customer six months in advance of the change.

The Telephone Company will only provide Message Bill Processing Service when Bill Rendering Service and Record Keeping are ordered.

The Message Bill Processing Service rate band will be determined by the Telephone Company for each customer based on the total number of interstate and intrastate messages per year.

(N)
|
(N)

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services (Continued)

(T)

(5) Message Bill Processing Service (Continued)

The rate for Message Bill Processing Service shall be the rate corresponding to the Message Bill Processing Service rate for such volume of messages as set forth in 8.1.5(A) on a calendar year basis. As used in this tariff, the term calendar year shall mean the period from January 1 through December 31 (both dates inclusive) of a given year.

The Telephone Company will use the customer provided message capacity to determine the band and its associated rate, during the year of the initial minimum period. During the first quarter of the next year, the customer and the Telephone Company will determine the actual volume of messages for which the Telephone Company performed Message Bill Processing Service. Such actual volumes shall be compared to the Message Bill Processing Service bands as set forth in 8.1.5(A) to determine which band such actual volume of messages fall. If the actual volume is greater than or less than customer provided message capacity, the actual volume will be multiplied by the appropriate band rate and compared to the billed volume to determine either a charge or credit. This charge or credit will be applied to the customer's subsequent bill.

For each year thereafter, the Telephone Company and the customer shall utilize the previous years actual volumes of messages and the customer provided message capacity in an effort to determine the appropriate band for the next calendar year. In the first quarter of each year, the procedure described in the previous paragraph will be followed.

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services (Continued)

(T)

(6) Bill Rendering Service

Bill Rendering Service is the printing and mailing of statements showing amounts due from end users for services provided by the customer. Bill Rendering Service includes payment and remittance processing, treatment, denial of service and collection of deposits (where appropriate) and other monies due from the end user. Bill Rendering Service is provided on a per bill basis.

When the Telephone Company provides Bill Rendering Service, the customer's statement of the amount due may, at Telephone Company option, be included as part of the regular monthly bill for local exchange service mailed to the end user.

The Telephone Company may, in accordance with its deposit regulations, determine and collect a deposit from the end user for the customer's services as set forth in 8.1.2(C)(6). When necessary, the Telephone Company, in accordance with its treatment procedures, shall deny the customer's services and/or local exchange services to an end user. Where local exchange service access is denied, access to the customer services will also be denied.

Bill Rendering Service will only be provided in conjunction with the purchase of a customer's receivables. The Telephone Company will not be responsible for any customer's balance due from end users prior to the initial order period.

The Telephone Company will only provide Bill Rendering Service when Message Bill Processing Service with Record Keeping is ordered or when Prime Billingsm is ordered.

(T)

The Bill Rendering Service rate band will be determined by the Telephone Company for each customer based on the total number of bills per year.

(N)

(N)

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services (Continued) (T)

(7) Message Investigation Service

The Telephone Company will provide Message Investigation Service when requested by the customer. Message Investigation Service is that activity undertaken by the Telephone Company to secure, or attempt to secure proper billing information in an effort to sustain or recharge the customer's message. The Telephone Company will investigate, at the request of the customer, unbillable messages to correct message detail information to allow for the proper billing application.

The customer's request for Message Investigation Service shall identify the customer message, the date the customer message was billed and the amount of the customer message. Message Investigation Service is provided on a per message investigated basis.

Message Investigation Service will be provided for each intrastate message generated by end users gaining access to the customer MTS/WATS services from the Access Area of the Telephone Company.

(8) Billing Plussm Service (T)

Billing Plussm Service includes the preparation of bills, mailing of the bills to the end users and (T)
the collection of deposits and monies due from the end users. Billing Plussm Service also (T)
includes master file maintenance.

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services (Continued) (T)

(8) Billing Plussm Service (Continued) (T)

Billing Plussm Service is provided on a per message billed basis (message-billed). The Telephone Company will process Calling Plan (i.e., Directory Assistance, Optional Calling Plans, Dial-It calls, etc.) that require the application of a discount to aggregate MTS usage as a part of its message-billed billing. (T)

When Billing Plussm Service is ordered, the Telephone Company will accumulate, guide and post rated messages in preparation for billing (includes the application of taxes). The Telephone Company will also print and mail statements showing amounts due from end users for MTS services provided by the customer. (T)

Collection Service provided to the customer will include receiving payments from the customer's end users, treatment of receivables, treatment of accounts, master file maintenance and collection of deposits (where appropriate) as set forth in 8.1.2(C)(6). When necessary, the Telephone Company, in accordance with its treatment procedures, shall deny the customer's services and/or local exchange services to an end user. Where local exchange service access is denied, access to the customer services will also be denied.

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services (Continued) (T)

(8) Billing Plussm Service (Continued) (T)

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Durham, North Carolina

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services (Continued) (T)

(8) Billing Plussm Service (Continued) (T)

The rating may have been done by the Telephone Company, another entity or the customer. Where the customer subscribes to Message Processing Service as set forth in 8.1.3(A)(2), the rated customer messages will be used as the input. If the customer or another entity provides the rated messages, the end used account to be billed shall be identified and the records shall be provided in the standard format established by the Telephone Company and delivered as set forth in 8.1.3(A)(4) or 8.1.4(A)(13).

Billing Plussm Service will only be provided in conjunction with the purchase of a customer's receivables. The Telephone Company will not be responsible for any customer's balance due from end users prior to the initial order period. (T)

(9) Prime Billingsm Service (T)

Prime Billingsm Service is the centralized receipt of invoice ready billing records for inclusion on the end user bill. (T)

Prime Billingsm Service includes the preparation of bills, mailing of statements of the amount due for services provided by the customer, and the collection of deposits (where appropriate) and monies due from the customer's end users. Prime Billingsm Service also includes account establishment, maintenance of accounts, and treatment of accounts. (T)

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services (Continued) (T)

(9) Prime Billingsm Service (Continued) (T)

When the Telephone Company provides Prime Billingsm Service, the customer shall rate its end users messages, calculate the taxes and the total amount (surcharges, discounts, allowances, recurring fees, etc.) to be billed for services it provided to its end users, prior to sending the invoice billing records to the Telephone Company. (T)

The customer's statement of the amount due may, at Telephone Company option, be included as part of the regular monthly bill for local exchange service mailed to the end user.

As a part of its treatment procedures, the Telephone Company shall have the final authority to make adjustments or deny service for disputed charges on the end user's account.

Prime Billingsm Service will only be provided in conjunction with the purchase of a customer's receivables. The Telephone Company will not be responsible for any customer's balance due from end users prior to the initial order period. (T)

Call Record Provision charges, as set forth in 8.1.5(A), shall apply for the receipt of accepted messages and the return of rejected messages. Bill Rendering Charges as set forth in 8.1.5(A) shall apply for each bill rendered. In addition, the Prime Billingsm Charge as set forth in 8.1.5(A) shall apply. (C)
(C)(T)

(10) Program Development Service

Program Development Service consists of developing the customer's schedule of rates into a rating program and changing the bill format when requested by the customer.

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services (Continued)

(T)

(10) Program Development Service (Continued)

Program Development Service also includes converting message data, transmitted to the Telephone Company by the customer or another entity, into the Telephone Company standard format for processing.

A Program Development Charge, as set forth in 8.1.5(A), applies for the programming hours required for software designing and coding.

A Program Implementation Charge applies for table updating, testing, administration, documenting program changes and other implementation activities.

Changes in the rate levels of customer charges to be billed will normally be implemented within 30 days after receipt of an order from the customer requesting such change. When modification to the rating program is required, a Program Development Charge will also apply. Changes in rate structure will normally be completed within six months of a customer's order.

The complexity of the structural change will determine the exact length of time necessary to fulfill the request. Rate structure changes will be made only when the Telephone Company can accommodate such changes.

(11) Inquiry Service

Inquiry Service consists of answering end user questions about charges billed for the customer's services, applying credits and adjustments to end user accounts, and reviewing messages removed from end user bills.

When the Telephone Company provides Inquiry Service, the Telephone Company will be responsible for contacts and arrangements (either written or oral) with the customer's end users

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.3 Description of Ancillary Services (Continued)

(A) Billing and Collection Services (Continued)

(T)

(11) Inquiry Service (Continued)

concerning the billing, collecting, crediting, adjusting and message investigation of the customer's service charges in accordance with written instructions furnished by the customer and agreed to by the Telephone Company. Billed messages removed from an end user's bill will be appropriately adjusted to the customer's account receivable as agreed to by both parties.

The Telephone Company will not become involved in disputes between a customer and its end users. Consequently, utilizing Telephone Company guidelines previously established for the collection process for its own accounts, the Telephone Company may remove a disputed customer's charge from an end user's bill and deduct that amount from the customer's accounts receivable. It will be the customer's responsibility to pursue the collection of the disputed amount.

The Telephone Company shall have the final authority to make adjustments or deny service for disputed charges on end users accounts.

Inquiry Service will only be provided in conjunction with the purchase of a customer's receivables. The Telephone Company will not be responsible for any customer's balances due from end users prior to the initial order period.

Inquiry Service will only be provided when Message Bill Processing or Billing Plussm Service (T) is ordered. Inquiry Service will only be provided in the Telephone Company operating territory.

Inquiry Service consists of a bifurcated rate structure, a per message billed rate and a per adjustment rate.

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.4 Rate Regulations

- (A) Billing and Collection Services (T)
- (1) Call Recording Service for MTS/WATS services includes the functions listed in 8.1.3(A)(1). The rate, as set forth in 8.1.5(A), applies per message recorded.
 - (2) Message Processing Service for MTS/WATS services includes the functions listed in 8.1.3(A)(2). The rate, as specified in 8.1.5(A), applies per message processed. In those locations where WATS services are metered, or the billing record is summarized by another telephone company, the Message Processing rate, as set forth in 8.1.5(A), will apply per billing record processed. For rating purposes, a billing record is defined as any record which is required to be processed to accomplish billing of a customer's WATS usage.
 - (3) Assembly and Editing Service for MTS/WATS services consists of the functions listed in 8.1.3(A)(3). The rates, as specified in 8.1.5(A), applies per message assembled and edited.
 - (4) When message detail is transmitted to or received from the customer, another telephone company or billing entity, a Call Record Provision charge will apply. For this purpose, a record is a logical grouping of information as described in the program that processes the information and loads the magnetic tape or data file. The rate, as specified in 8.1.5(A), applies per record transmitted or received. The Telephone Company will determine the Call Record Provision charge based on its count of the records transmitted or received.

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.4 Rate Regulations (Continued)

(A) Billing and Collection Services (Continued)

(T)

- (5) The Message Bill Processing Service charge applies whenever the Telephone Company performs the functions listed in 8.1.3(A)(5). The rate for Message Bill Processing Service shall be the rate corresponding to the Message Bill Processing Service rate for such volume of messages as set forth in 8.1.5(A) on a calendar year basis. As used in this tariff, the term calendar year shall mean the period from January 1 through December 31 (both dates inclusive) of a given year. The Message Bill Processing Service rate band will be determined by the Telephone Company for each customer based on the total number of interstate and intrastate messages per year.

(N)
|
(N)

The Telephone Company will use the customer provided message capacity to determine the band and its associated rate the first year of the initial minimum period. During the first quarter of the next year, the customer and the Telephone Company will determine the actual volume of messages for which the Telephone Company performed Message Bill Processing Service. Such actual volumes shall be compared to the Message Bill Processing Service bands as set forth in 8.1.5(A) to determine which band such actual volume of messages fall. If the actual volume is greater than or less than customer provided message capacity, the actual volume will be multiplied by the appropriate band rate and compared to the billed volume to determine either a charge or credit. This charge or credit will be applied to the customer's subsequent bill.

For each year thereafter, the Telephone Company and the customer shall utilize the previous year's actual volume of messages and the customer provided message capacity in an effort to determine the appropriate band for the next calendar year. In the first quarter of each year, the procedure described in the previous paragraph will be followed.

The rate, as specified in 8.1.5(A) applies per message processed. The bulk-billed Message Bill Processing Service charge applies per WATS/800 message processed.

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.4 Rate Regulations (Continued)

(A) Billing and Collection Services (Continued) (T)

- (6) Bill Rendering Service includes the functions listed in 8.1.3(A)(6). The rate for Bill Rendering shall be the rate corresponding to the Bill Rendering Service rate for such volume of bills for a particular Telephone Company Billing service as set forth in 8.1.5(A) on a calendar year basis. As used in this tariff, the term calendar year shall mean the period from January 1 through December 31 (both dates inclusive) of a given year. The Bill Rendering Service rate band is determined by the Telephone Company for each customer based on the total number of bills per year. (C)
(N)
(N)

The Telephone Company will use the customer provided bill capacity to determine the band and its associated rate the first year of the initial minimum period. During the first quarter of the next year, the customer and the Telephone Company will determine the actual volume of bills for which the Telephone Company performed Bill Rendering Service. Such actual volumes shall be compared to the Bill Rendering Service bands as set forth in 8.1.5(A) to determine which band such actual volume of bills fall. If the actual volume is greater than or less than the customer provided bill capacity, the actual volume will be multiplied by the appropriate band rate and compared to the billed volume to determine either a charge or credit. This charge or credit will be applied to the customer's subsequent bill.

For each year thereafter, the Telephone Company and the customer shall utilize the previous year's actual volume of bills and the customer provided bill capacity in an effort to determine the appropriate band for the next calendar year. In the first quarter of each year, the procedures described in the previous paragraph will be followed.

The rate, as specified in 8.1.5(A) applies per bill rendered. A factor, based on actual interstate and intrastate billed-messages, will be used by the Telephone Company to apportion the Bill Rendering charge by jurisdiction.

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EFFECTIVE: February 9, 1993

8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.4 Rate Regulations (Continued)

- (A) Billing and Collection Services (Continued) (T)
- (7) Message Investigation Service consists of the functions listed in 8.1.3(A)(7). The rate, as specified in 8.1.5(A), applies per message investigated by the Telephone Company. (T)
- (8) Billing Plussm Service consists of the functions listed in 8.1.3(A)(8). The rate, as set forth in 8.1.5(A), applies per message. (T)
- (9) Prime Billingsm Service consists of the functions listed in 8.1.3(A)(9). The rates, as set forth in 8.1.5(A), apply per message per bill. (T)
- (10) A Record Keeping Charge applies for each end user account maintained by the Telephone Company for the customer. An end user account is a record which has a name and address and a unique billing identification number assigned by the Telephone Company to which a bill is rendered. The Record Keeping Charge, as specified in 8.1.5(A), applies per month for each account and/or line maintained. A factor, based on actual interstate and intrastate billed messages, will be used to apportion the Record Keeping charge by jurisdiction.

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BY: Vice President
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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.4 Rate Regulations (Continued)

- (A) Billing and Collection Services (Continued) (T)
- (11) An Exchange Carrier Memorandum (EC Memo) charge will be assessed each time the customer requests a manual adjustment to an end user account. The EC Memo charge, as specified in 8.1.5(A), applies per account adjusted per memo. When necessary, a factor (based on actual interstate and intrastate adjusted messages) will be used to apportion the EC Memo charge by jurisdiction. (T)
- (12) A Service Order Change Charge applies whenever a billing service order is accepted by the Telephone Company to update (i.e., add, change or delete) its billing file to implement the requested activity. The Service Order Change Charge, as set forth in 8.1.5(A), applies per order processed.
- (13) A Centralized Message Dispersion charge will apply when the Telephone Company provides a single point for the receipt of customer message data. The Telephone Company will receive, edit, sort, disperse and confirm the number of accepted billable messages and the total amount due the customer for services provided to its end users. In addition, the rated and/or unrated message data is dispersed to the appropriate location for further processing and/or billing. The rates, as set forth in 8.1.5(A) will apply per message processed. Call Record Provision charges, as set forth in 8.1.5(A) will apply for the receipt of each billable message and the transmission of each unbillable message. This charge does not apply to Prime Billingsm Service. (T)
(T)
- (14) (Reserved for Future Use)

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ISSUED: December 14, 1992
BY: Vice President
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EFFECTIVE: February 9, 1993

8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.4 Rate Regulations (Continued)

(A) Billing and Collection Services (Continued) (T)

(15) Inquiry Service includes the functions listed in 8.1.3(A)(11). Inquiry Service consists of a bifurcated rate structure, a per message billed and a per adjustment rate. The Inquiry Service per message billed rate applies for each customer message billed by the Telephone Company. The per message adjustment rate applies for each occurrence of an adjustment made to an end user bill (account). (T)
(T)

A PIU factor will be used by the Telephone Company to apportion the message adjustment rate by jurisdiction. (N)
(N)

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ISSUED: December 14, 1992
BY: Vice President
Durham, North Carolina

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8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.5 Rates and Charges

(A) Billing and Collection Services

(1)	Program Development Charge: per Hour	\$ 94.00	
(2)	Program Implementation: per Hour	55.00	
(3)	Service Order Change Charge: per Order	4.00	
(4)	MTS/WATS/800 Services Call Recording Service: per Message	.0150	
(5)	MTS/WATS/800 Services Message Processing Service: per Message	.0100	
	Assembly and Editing Service: per Message	.0075	
(6)	Call Record Provision Service Via Magnetic Tape, Per Message Record Transmitted or Received	.01	
	Via Direct Interface, Per Message Record Transmitted or Received	.002	
(7)	Message-Billed Message Bill Processing Service per Message		
	0 to 4,411,199	.0762	
	4,411,200 to 5,881,599	.0400	(I)
	5,881,600 to 8,822,499	.0200	(R)
	8,822,500 to 13,233,699	.0170	(C)
	13,233,700 to 16,175,000	.0160	(R)
	Greater than 16,175,000	.0150	(R)
(8)	Bulk-Billed Message Bill Processing Service per Message	.0200	

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ISSUED: March 27, 1996
BY: Vice President
Durham, North Carolina

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Fourth Revised Page 26
EFFECTIVE: May 14, 1996

8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.5 Rates and Charges (Continued)

(A) <u>Billing and Collection Services</u> (Continued)		
(9)	MTS/WATS/800/888 Service (T)	
	Bill Rendering Service, per Bill	
	0 to 104,400	.3500
	104,401 to 150,800	.3000
	150,801 to 646,999	.2700
	647,000 to 693,999	.2500
	Greater than 693,999	.2300
(10)	MTS/WATS/800/888 Services (T)	
	Message Investigation, per Message	2.50
(11)	Billing Plus sm Service	
	Billing Plus sm ,	
	per message	.0634
	Inquiry Service, per message	.0078
	Adjustment, per message	2.00
(12)	Prime Billing sm Service, Per Message	
	Messages Per End User Account Per Month	
	1-10 Messages	.0310
	Over 10 Messages	.0190
(13)	EC Memo, per Account	10.00
(14)	Record Keeping, per Account	.0300
(15)	Centralized Message Dispersion charge, per message	.002

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ISSUED: May 10, 1996
BY: Vice President
Durham, North Carolina

TARIFF A
Third Revised Page 27
EFFECTIVE: August 19, 1996

8. ANCILLARY SERVICES (Continued)

8.1 General (Continued)

8.1.5 Rates and Charges (Continued)

- (B) In accordance with 8.1.2(C)(1)(b), the rates and charges will be developed on an individual case basis and listed below.

(Reserved for Future Use)

- (B) In accordance with 8.1.2(C)(2)(c), the rates and charges will be developed on an individual case basis and listed below.

(Reserved for Future Use)

8.2 Operator Services

Operator Services described in this Section will be provided to access customers as an optional feature in conjunction with Feature Group C (FGC) or Feature Group D (FGD), BSA-C or BSA-D Switched Access Services from designated Operator Services Switching locations in those LATAs where the Telephone Company has the capability to provide such services. Operator Services include Operator Transfer and Inward Operator Assistance functions which enable a customer to provide operator related services to their end users. A customer may order both Operator Transfer and Inward Operator Assistance Services or may order them individually.

8.2.1 General Description

(A) Operator Transfer Service

Operator Transfer Service is an originating service that provides call transfer of 0- (the digit 0 with no additional digits) intrastate calls to a participating customer as requested by the calling end user. Operator Transfer Service is provided when an end user dials "0" and is routed to the Telephone Company's operator and requests completion of an intrastate call. Operator Transfer Service provides for the routing of the call from the Telephone Company's Operator Services Switching Location to one customer designated location in the same LATA. (C)

The Telephone Company operator will ask the end user to identify the customer to which they desire to be connected. The operator will then transfer the call to the designated customer.

If the end user has no preference, or the identified customer has not subscribed to Operator Transfer Service, the end user will be asked to select from a list of participating customers. The list of participating Operator Transfer Service customers will be updated

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ISSUED: January 2, 1996
BY: Vice President
Durham, North Carolina

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First Revised Page 28
EFFECTIVE: March 26, 1996

8. ANCILLARY SERVICES (Continued)

8.2 Operator Transfer Service (Continued)

8.2.1 General Description (Continued)

monthly. The order in which participating customers will appear on the list will be initially determined by use of a random drawing. For each subsequent monthly update following the initial selection, the customer in the first position will be moved to the last position on the list. All other customers will be moved up one position. New Operator Transfer Service customers will be placed at the bottom of the list of participating customers pending the next monthly update.

8.2.2 Service Provisioning

- (A) The Telephone Company will provide Operator Transfer Service for calls originating from all end offices within the LATA served by a designated Operator Transfer Service Switching Location.

A list of end offices served by the Operator Transfer Service Switching Location will be provided to the customer upon request.

- (B) Operator Services will be provided over FGC, FGD, BSA-C or BSA-D trunk groups, arranged for either one-way or two-way calling, from the Operator Services Switching Location to one customer designated location in the same LATA. Both Operator Transfer and Inward Operator Assistance traffic may be combined on the same trunk group. (C)
- (C) Switched Access used in conjunction with Operator Services will be provisioned in accordance with the technical specifications and requirements set forth in Section 4 of this tariff.
- (D) Designated Telephone Company Operator Services Switching Locations are identified in The National Exchange Carrier Association Tariff FCC No. 4. The designated locations will be in those LATAs in which the Telephone Company is able to provide Operator Services.

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ISSUED: January 2, 1996
BY: Vice President
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EFFECTIVE: March 26, 1996

8. ANCILLARY SERVICES (Continued)

8.2 Operator Services (Continued)

8.2.3 Rate Regulations

Where the Telephone Company has measurement capability for Operator Services per call charges, the Telephone Company will bill the actual usage measured on a per call basis. For Operator Transfer Service, FGC, FGD, BSA-C and BSA-D access minutes will also be billed in addition to the per call charge.

When measurement capability is not available, the customer shall furnish a forecast of the number of calls (call capacity) anticipated for each month of the succeeding year by type of call (i.e., Operator Transfer and Inward Operator Assistance calls) and by Operator Services Switching Location at the time the order is placed. For mixed intrastate and interstate services, the customer's estimate shall include the percent of intrastate calls. At a minimum, the customer shall revise this forecast annually. More frequent revisions of the forecast may be submitted, however, no more than once per month.

Such estimates shall be used as a basis for billing the Operator Services per call charges until such time as the Telephone Company has actual measurement capability available. The customer shall maintain records supporting such estimates.

Operator Transfer Service Rate

The Operator Transfer Service Rate is assessed per 0- call transferred to a customer. A 0- call is considered transferred when the Telephone Company operator activates the transfer function sending the call to the designated customer.

Switched Access Charges

FGC, FGD, BSA-C or BSA-D Switched Access usage charges and Carrier Common Line Charges will also apply per (C) minute of use for Operator Transfer Service.

8.2.4 Rates and Charges

Operator Transfer Service

Rate

Per call transferred

\$.35