

MISCELLANEOUS SERVICE ARRANGEMENTS

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.1 SEASONAL AND VACATION SERVICE**

**8.1.1 General**

- A. Upon written request to the Company, a business or residence Customer may arrange for the temporary suspension of their service. Suspension of service is available on the customer's complete service or on such portion thereof as can be suspended.
- B. When the requested period of suspension is less than one (1) month, the regular charges for the full month of service shall apply.
- C. When a complete or partial suspension is requested of more than one (1) month, the Basic Termination Charge will not be assessed while the service is suspended.
- D. Local or long distance service is not furnished during the period of complete suspension. At the request of the customer, inward calls to a station at which service is suspended may be referred to the telephone of another station in the same exchange, providing facilities for referral are available.
- E. The charge for the total suspension period may be collected in advance.
- F. There is no reduction in the charge for foreign central and foreign exchange line mileage during the period of suspension.
- G. Service may be suspended once for a minimum of 30 days and a maximum of 180 days in any twelve (12) month period.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.1 SEASONAL AND VACATION SERVICE (Cont'd)**

**8.1.1 General (Cont'd)**

H. Regular service charges will apply for the suspension and subsequent reconnection of service.

**8.1.2 Rates and Charges**

A. Main Station Service

1. The charge for Main Station Service during the period of suspension is fifty percent (50%) of the rate regularly charged.

B. Key and Touchtone Systems and PBX Systems

1. The charge for Key and Touchtone systems and PBX systems is fifty percent (50%) of the rates regularly charged except as provided below.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.2 ADVANCED CALLING FEATURES**

**8.2.1 General**

A. Advanced Calling Features are limited to those customers served by central offices arranged for this service and is furnished only in connection with individual line service.

B. Description of Features

1. Anonymous Call Rejection \*67

When Anonymous Call Rejection (ACR) is activated, any callers who have blocked their number from your Caller ID will hear an announcement that you do not accept anonymous calls, and they should remove Caller ID Blocking and call back. All other calls will ring through as usual.

2. Call Forwarding Variable \*72

Call Forwarding enables a station user to divert all incoming calls to another directory number. Call Forwarding is activated by first dialing a code, then the telephone number that calls are to be transferred to. Activation, deactivation and the forward-to destination are controlled by the station user. While in the active state, a reminder tone is generated to the line with the Call Forwarding Service as each call is transferred. Calls may be transferred to a location outside of the Company's local calling area so long as the transferred to number does not exceed 16 digits in length.

3. Call Forward Busy Line \*90

This feature forwards incoming calls to another directory number when the called line is busy. Call Forward Busy Line subscribers can change the forward-to number at their discretion, without contacting the telephone company for a new service order. The subscriber can activate / deactivate Call Forward Busy Line at their discretion by dialing the Call Forward Busy Line activation (\*90) / deactivation (\*91) codes. The Call Forward Busy Line feature is added at no additional charge to subscribers of Voice Mail service.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.2 ADVANCED CALLING FEATURES (Cont'd)**

**8.2.1 General (Cont'd)**

B. Description of Features (Cont'd)

4. Call Forward No Answer \*92

This feature forwards all incoming calls to another directory number if the called number is not answered after a specified number of rings. The Call Forward No Answer subscriber specifies the number of rings (1-9) when entering the forward-to directory number. The subscriber can activate / deactivate Call Forward No Answer at their discretion by dialing the Call Forward No Answer activation (\*92) / deactivation (\*93) codes. The Call Forward No Answer Feature is added at no additional charge to subscribers of Voice Mail service.

5. Call Hold \*76

Call Hold allows customers to put a call on hold and retrieve it at another extension on the customer's telephone line, initiate a second call, or consult privately with another person.

6. Call Return \*69

Call Return enables a subscriber to dial an access code and have a call automatically returned to the last calling party. After you dial the activation code (\*69), a recorded voice will give the subscriber the phone number of the call you missed and ask if you want to use the Call Return feature. This feature does not work in 800 numbers, 900 numbers, numbers outside the specified service area or on lines where Call Forward and some other call services have been activated.

7. Call Screening \*60

Call Screening will allow the subscriber to define a list of, at a maximum of thirty-two (32), Directory Numbers to be screened. Any calling numbers on this list will be routed to announcements and rejected. All other calls will be treated normally. The calling party on the rejection list will receive an announcement stating the call is not presently being accepted by the called party.

8. Call Trace

Call Trace allows tracing the last incoming call. The results of the trace will not be provided directly to the party initiating the trace. The trace log will be printed at the Telephone Company. The customer who initiates a successful trace should contact a local law enforcement agency who should in turn contact the telephone Company for the trace results.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.2 ADVANCED CALLING FEATURES (Cont'd)**

**8.2.1 General (Cont'd)**

**B. Description of Features (Cont'd)**

**9. Call Waiting**

Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or depressing the switch hook.

**10. Caller ID - Name and Number Delivery**

This service utilizes specific network capabilities, where technically feasible, to transmit the name and number associated with an incoming call to the called party's access line. The name and number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Calling Name and Number Delivery subscribers must provide and connect their own compatible premises equipment in order to process the name and number transmission. The Company will forward all telephone names where technically feasible.

If a calling party has activated blocking, the name and number will not be transmitted to the display equipment of a Caller ID – Name and Number Delivery subscriber. Instead, the subscriber will receive a privacy indicator. This privacy indicator notifies the subscriber that the calling party chose to block name and number delivery.

**11. Caller ID - Number Delivery**

This service utilizes specific network capabilities to transmit and display the number associated with an incoming call to the called party's access line. The number of the incoming call is transmitted during the silent interval between the first and second ring and the called party's line. Calling Number Delivery subscribers must provide, and connect their own compatible premises equipment in order to process and display the number transmission. The Company will forward all telephone numbers where technically feasible.

If a calling party has activated blocking, the number will not be transmitted to the display equipment of a Calling Number Delivery subscriber. Instead, the Calling Number Delivery subscriber will receive a privacy indicator. This privacy indicator notifies the Calling Number Delivery subscriber that the calling party chose to block number delivery.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.2 ADVANCED CALLING FEATURES (Cont'd)

8.2.1 General (Cont'd)

B. Description of Features (Cont'd)

12. Caller ID Blocking

Caller ID Blocking allows the caller to prevent the delivery of his or her calling data to a Caller ID subscriber on a per call basis (Caller ID Blocking – Per Call) or per line basis (caller ID Blocking – Per Line)

a. Caller ID Blocking – Per Call

This service will block the delivery of the caller's data to a Caller ID subscriber for one call only and may be activated from all single party access lines by dialing \*67 (1167 from a rotary phone) prior to placing the call.

b. Caller ID Blocking – Per Line

This service will automatically block the delivery of the caller's data to a Caller ID subscriber on all calls and will be made available or offered, at no charge, to call customers, including law enforcement agencies and domestic violence programs. Per Line Blocking can be deactivated by dialing \*82 (1182 from a rotary phone) prior to placing the call.

13. Caller ID Deluxe

This feature will enable the subscriber to receive the name and number of the calling party, and includes a call waiting feature. Either a telephone set with a display screen with sufficient capacity to display the calling name and number or an adjunct display unit with adequate display capacity are required at the subscriber's premises. The calling name and number are displayed between the first and second ring. The calling name and number will remain displayed on the subscriber's equipment for the duration of the call. Some equipment will store the display for recall.

When the customer's line is in use, the Directory Name and Directory Number of the line that originated the incoming call and the date and time of the call will be displayed on the call display screen or display unit following the waiting call alerting tone. The called party has the following options for disposition of the incoming call:

- Answer the waiting call while placing the original call on hold
- Alternate between the waiting call and the original call, and
- Ignore the waiting call.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.2 ADVANCED CALLING FEATURES (Cont'd)

8.2.1 General (Cont'd)

B. Description of Features (Cont'd)

14. Cancel Call Waiting

Cancel Call Waiting allows a customer on a per-call basis, to deactivate Call Waiting by dialing an access code.

15. Do Not Disturb

Do Not Disturb allows customers to prevent calls from ringing their phone by diverting the call to a tone or recorded announcement. The customer may give selected callers a Personal Identification Number (PIN) to override the Do Not Disturb feature.

16. Personal Ringing

Personal Ringing allows a customer to have up to two telephone numbers with unique ringing patterns (and unique Call Waiting tones if applicable.)

17. Preferred Call Forwarding \*63

Preferred Call Forwarding will allow the subscriber to have certain terminating calls forwarded to a designated remote station. The activity will occur whenever a call is received from a telephone number which has been indicated on a list of numbers, referred to as the Preferred Call Forwarding screening list. Terminating calls from telephone numbers which cannot be identified or have not been indicated on the list will be given standard terminating treatment. The activation code for this feature is \*63.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.2 ADVANCED CALLING FEATURES (Cont'd)

8.2.1 **General** (Cont'd)

B. Description of Features (Cont'd)

18. Priority Ringing \*61

Priority Ringing is an incoming call management feature which will allow the subscriber to define Directory Numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing pattern or a distinctive Call Waiting tone, if applicable. Terminating calls from telephone numbers which are not on the list, or which cannot be identified, will be given standard treatment.

19. Remote Call Forwarding

Remote Call Forwarding allows a subscriber to use a touch-tone telephone at another location to change their Call Forward for their home or business line.

20. Repeat Dialing \*66

Repeat Dialing allows subscribers who reach a busy station to dial an activation code (\*66) to call the station back when it becomes idle. The busy line will be monitored for up to 30 minutes. When it becomes idle, the calling party's phone will ring. This feature does not work in 800 numbers, 900 numbers, numbers outside the specified service area or on lines where Call Forward and some other call services have been activated.

21. Special Call Acceptance \*61

Special Call Acceptance will allow subscribers to define a list of calling Directory Numbers that will be accepted. Any calling numbers not on that list will be routed to announcements and rejected. The calling party not on the acceptance list will receive an announcement stating that the call is not presently being accepted by the called party. Subscribers can review and change the list of accepted Directory Numbers as desired. The activation code for this feature is \*61.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.2 ADVANCED CALLING FEATURES (Cont'd)

8.2.1 General (Cont'd)

B. Description of Features (Cont'd)

22. Speed Calling (8-Numbers)

Speed Calling 8-Numbers enables a station user to call a list of up to eight (8) preselected directory numbers by dialing two-digit codes instead of the directory numbers.

23. Speed Calling (30-Numbers)

Speed Calling 30-Numbers enables a station user to call a list of up to thirty (30) preselected directory numbers by dialing two-digit codes instead of the directory numbers.

24. Teen Line

Teen Line will allow customers to have more than one telephone number on the same line. A distinctive ringing pattern will identify the called party (number). If a subscriber has Call Waiting, a distinctive tone will be heard when the additional line has an incoming call.

25. Three-Way Call Transfer

Call Transfer allows a call to be transferred to another number or add a third person to a call. When the subscriber is ready to hang up, the other two parties can continue their conversation.

26. Three-Way Calling

Three-Way Calling permits an existing call to be held, and, by dialing, a second telephone call can be established and added to the connection. All three parties may be conferenced together if desired.

27. Toll Restriction with PIN

This feature allows subscribers with the Toll Restriction feature to override this restriction by dialing an access code and PIN before dialing the toll destination directory number.

28. Warm Line

This feature provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 0 to 20 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.2 ADVANCED CALLING FEATURES (Cont'd)**

**8.2.2 Rates and Charges**

A. The following rates are associated with residential and business individual line service.

	<u>Per Month</u>	
	<u>Residential</u>	<u>Business</u>
Anonymous Call Rejection *67	\$3.25	\$4.50
Call Forwarding Variable *72	\$2.00	\$3.00
Call Forwarding – Busy Line *90	\$2.00	\$3.00
Call Forwarding – No Answer *92	\$2.00	\$3.00
Call Hold *76	\$2.50	\$3.50
Call Return *69	\$3.00	\$4.00
Call Screening *60	\$3.50	\$4.50
Call Trace, per successful trace	\$2.50	\$3.50
Call Waiting	\$2.40	\$3.25
Caller ID – Name and Number Delivery*	\$5.50	\$6.00
Caller ID – Number Delivery*	\$4.50	\$5.00
Caller ID Blocking	N/C	N/C
Caller ID Deluxe	\$6.50	\$7.00
Cancel Call Waiting	N/C	N/C
Do Not Disturb	\$2.50	\$4.50
Personal Ringing	\$3.50	\$4.50
Preferred Call Forwarding *63	\$3.75	\$4.25
Priority Ringing *61	\$3.25	\$4.25
Remote Activation of Call Forwarding	\$3.50	\$4.00
Repeat Dialing *66	\$3.00	\$4.00

\*Installation charges apply as stated in Section 5.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.2 ADVANCED CALLING FEATURES (Cont'd)

8.2.2 Rates and Charges (Cont'd)

	<u>Residential</u>	<u>Business</u>
	<u>Per Month</u>	
Special Call Acceptance *61	\$3.25	\$4.50
Speed Calling 8	\$2.50	\$3.00
Speed Calling 30	\$3.00	\$5.00
Teen Line, per each additional line	\$3.50	\$4.50
Three Way Call Transfer	\$2.00	\$3.00
Three Way Calling	\$2.75	\$3.50
Toll Restriction with PIN	\$4.00	\$6.00
Warm Line	\$2.50	\$3.50

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MISCELLANEOUS SERVICE ARRANGEMENTS

**8.3 BILLED NUMBER SCREENING**

**8.3.1 General**

Billed Number Screening (BNS) is a service offering providing for the automatic blocking of incoming third number billing, collect billing, or both. The BNS feature is established for a particular billing number via service order.

BNS is available for multi-line customers on one or more lines, whether or not the lines are billed together or separately.

**8.3.2 Rates and Charges**

Rate per month for Third Number Call Blocking-----\$3.00

Rate per month for Collect Call Blocking-----\$3.00

Service Order Charge applies to both Third Number and Collect Call Blocking.

**8.4 REMOTE CALL FORWARDING**

**8.4.1 General**

Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number in one exchange (the call forwarding location) is automatically forwarded by Telephone Company central office equipment to another station designated by the RCF customer (the terminating station) which is located in a different exchange.

**8.4.2 Limitations**

RCF Service is offered subject to availability of suitable facilities.

RCF Service is not offered when the terminating station is a coin telephone.

The Telephone Company will not provide identification of the originating telephone number to the remote call-forwarding customer.

Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.

RCF is not represented as suitable for satisfactory transmission of data.

Call forwarding should not be offered as a feature at the RCF terminating station.

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MISCELLANEOUS SERVICE ARRANGEMENTS

**8.4 REMOTE CALL FORWARDING (Cont'd)**

**8.4.2 Limitations (Cont'd)**

RCF is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company, additional RCF features at the call forwarding location or facilities at the terminating station line are needed, the customer will be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF Service shall be subject to termination.

When the call forwarding number is to be located in a multi-office exchange, the Company will determine the serving central office.

RCF will not be provided when the Call Forwarding number and the terminating station are both located in the same local calling area.

RCF is offered as an individual service or as an additional feature with multi-line hunt Foreign Exchange Service for overflow when the Foreign Exchange Service is busy.

An RCF Service number is not to be used as a terminating station number to which calls are forwarded from another RCF Service.

RCF Service provides for handling only one call at a time. An additional service feature is required for each additional call to be handled while the first call continues.

If the use of RCF Service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, i.e., nonresidential, or if the listing used is such as to indicate nonresidential use, then calls will not be forwarded to any telephone number for which residential rates apply.

**8.4.3 Rates**

The following per line charge is in addition to the applicable business rate for each exchange.

The rate for Remote Call Forwarding is the basic single-line business rate in Section 6.1 for the exchange of the central office serving the RCF Service number.



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MISCELLANEOUS SERVICE ARRANGEMENTS

8.7 OPERATOR ASSISTED LOCAL CALLS

8.7.1 **Operator Assisted Charges**

- A. All types of Local Exchange Service have local calling areas as specified in Section 6 of this Tariff which are the areas that can be called on a flat rate basis (no charge for individual calls) or on a local coin call rate basis.
- B. Local dial call: The call must be dialed and completed without the assistance of an operator and must be billed to the originating telephone when a charge is applicable.
- C. Service Charges do not apply for the following Operator Assisted Local Calls:
  - 1. Calls to designated Company numbers for official telephone business;
  - 2. Emergency calls to recognizable authorized civil agencies; or
  - 3. Those cases where an operator provides assistance to:
    - a. Re-establish a call which has been interrupted after the calling number has been reached;
    - b. Reach the calling telephone number where Company-provided facility problems prevent customer dial completion; or,
    - c. Place a sent-paid call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

8.7.2 **Rates and Charges**

A. Rates and Charges

The following service charges for operator assisted local calls apply in addition to the local dial rate applicable.

- B. Station to station customer dialed credit card local call----- \$ .90
- C. Station to station operator assisted sent paid, collect, third number  
billing local calls and non-customer dialed credit card ----- \$2.20
- D. Person to person operator assisted calls ----- \$4.85

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.8 TOLL RESTRICTION SERVICE**

**8.8.1 General**

- A. Toll Restriction services are available to subscribers that are served by a Central Office that has been equipped to provide these types of services. These services are also subject to the availability of facilities.
- B. These services are available to individual residence and business main service.

**8.8.2 Definition of Services**

- A. Fixed Toll Restriction permits users to dial within the local exchange only. All calls placed to toll operators or to the DDD Network from such stations will be blocked and the caller will receive and busy tone.

**8.8.3 Rates and Charges**

- A. The following charges are for the Toll Restriction Service only and are in a addition to applicable charges for telephone service.
- B. 

<u>Service</u>	<u>Monthly Rate</u>
Fixed Toll Restriction	\$ 2.00
- C. Nonrecurring charges are not applicable when these Toll Restriction Services are provided as part of the original order to establish business or residential individual line service.

When Toll Restriction Services are added or rearranged on an existing line, the Service Ordering and Central Office Wiring Charges will apply unless waived during special promotions.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.9 SPECIAL BILLING NUMBERS**

**8.9.1 General**

- A. At the request of a subscriber, special billing numbers may be assigned which are not associated with working telephone numbers. Generally, the purpose of assigning non-working numbers for billing purposes is to facilitate departmental or unit cost accounting procedures in large industrial, commercial or governmental concerns. The subscriber requesting special billing numbers is subject to the terms and conditions for collection practices specified elsewhere in this Tariff for each number assigned. Special billing numbers include, but are not limited to, vanity numbers and special number requests.

**8.9.2 Rate and Charges**

Rate per month for special billing numbers, each-----\$7.00

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.10 EXTENSION STATION SERVICE**

**8.10.1 General**

- A. Extension Line Service provides the capability of originating or receiving calls from locations equipped with instruments in addition to the location of the main station.
- B. Extension Line Service will be provided in connection with all classes of Basic Exchange Service, excluding Public Pay Telephone Service.
- C. In the case of individual line subscribers service extension may be located on other premises, provided facilities are available and technical equipment limitations in each specific case permit.
- D. The provision of circuits required to connect main and extension stations is subject to additional regulations and charges shown in Section 8.12.2 following.
- E. The number of extension stations which may be permitted with any main station is limited to such number as, in the judgment of the Company, will not interfere with the efficient operation of the service.

**8.10.2 Extension Line Service**

- A. Extension station lines that exceed 200 feet business, 400 feet residence, from main station will be considered off premises extension station lines and will be furnished where the Company deems feasible.
- B. Where different buildings are involved, Mileage Charges are computed on route measurements from the building of the main station or PBX switchboard to the building in which the extension station, private branch station or other service is located. Exceptions to these cases are where an off-premises extension line is bridged to the main line in the central office, Mileage Charges are computed on the route measurement from the location of the central office where bridged to the building in which the off-premises service is located where such method of measurement results in a lower mileage measurement. Where off-premises service is located in the same building as the main station, PBX switchboard (for manual PBX systems) or PBX dial switching equipment (for dial PBX systems) Mileage Charges are computed on route measurements from the point where the extension line leaves the premises on which is located the main service to the place of location of the off-premises service. Mileage Charges are computed separately for each extension line.
- C. Where supporting structure is necessary for the purpose of furnishing extension lines on the customer's premises, such supporting structure is furnished by the customer as provided for in this tariff.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.10 EXTENSION STATION SERVICE (Cont'd)**

**8.10.2 Extension Line Service (Cont'd)**

- D. When it is known or realized that the life of all or a part of the outside circuit extensions will be shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the mileage charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option of the customer.
1. An Installation Charge and a reasonable and proper monthly Carrying Charge in lieu of mileage. Under this plan, where a portion of the facilities must be replaced at a later date due to having served its useful life, Installation Charges apply to the replacing facilities as if such facilities were installed new and appropriate adjustments are made in the monthly carrying charges.
  2. A reasonable and proper monthly Carrying Charge in lieu of mileage with an initial service period of ten years.

**8.10.3 Rates**

For extension service the following monthly rates apply:

A. Extension Station Line, Off-Premises

	Monthly Rate
1. For each position	\$1.75
2. Per one-quarter (1/4) mile or fraction thereof, circuit measurement required to provide the service, or three fourths (3/4) of the main station network access charge, whichever is greater.	\$0.63

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.11 NETWORK FACILITIES FOR USE WITH AUTOMATIC DIALING AND ANNOUNCING DEVICES

8.11.1 General

- A. Pursuant to requirements of Georgia Code Section 47-5-23 subscribers who wish to use Automatic Dialing and Announcing Devices (ADAD) must first obtain a permit from the Georgia Public Service Commission using a form prescribed by the Commission and shall pay a fee as prescribed by the Commission for such permit. Permits shall be renewed biennially as prescribed by the Commission and upon payment of a renewal fee.
- B. Subscribers using ADAD's must do so under the following conditions:
1. No numbers will be called in sequential or random fashion. Sequentially placed calls refer to those calls automatically dialed by successively increasing or decreasing integers, or similar methods. Randomly placed calls refer to those calls automatically dialed to a telephone number where no prior relationship exists between the calling and the called party.
  2. The equipment shall be programmed or utilized in such a manner as to automatically disconnect a called party's line not later than ten seconds after the called party fails to give consent for playing a recorded message or hangs up.
  3. Within 25 seconds after the called party answers and at the conclusion of the call, the name and telephone number of the individual or firm making or paying for the call, including but not limited to the name of the individual or firm on whose behalf the call is made, must be clearly stated.
  4. The telephone number given to the called party to contact must be one which during normal hours must be promptly answered in person by a person who is an agent of the person on whose behalf the calls are made and who is willing and able to provide information on the call.
  5. No calls will be placed to organizations providing emergency services, including but not limited to hospitals, nursing homes, fire departments, and law enforcement agencies.
  6. No calls will be placed between the hours of 9:00 p.m. and 8:00 a.m.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.11 NETWORK FACILITIES FOR USE WITH AUTOMATIC DIALING AND ANNOUNCING DEVICES (Cont'd)

8.11.1 General (Cont'd)

7. No calls will be placed to persons or firms whose telephone numbers have been omitted from Company directories, at the request of such persons or firms.
  8. Equipment used to place such calls shall be equipped with an automatic clock and calendar device which will operate, even in the event of power failure, to prevent unattended operation in violation of the time limitations set forth herein.
  9. The Company is under no obligation to provide lists of customer telephone numbers, or any directory information other than that contained in normally published and distributed directories for public use.
- C. Any person wishing to receive telephone calls through the use of ADAD equipment shall give his or her written permission to the person using, employing or directing another person to use, or contracting for use of such ADAD equipment.
- D. A person may give consent to a call made with ADAD equipment when a live operator introduces the call and states an intent to play a recorded message. This consent applies only to one particular call and shall not constitute prior consent to receive further calls through the use of such ADAD equipment.
- E. This consent will be valid for two years from the date on which it is executed unless sooner withdrawn. A record of such written consent must be maintained by the person to whom consent is given, and made available to the Commission or its authorized representative during normal business hours and following reasonable notice. This consent may be withdrawn fifteen days following receipt of the letter of withdrawal.
- F. The consent provisions contained in paragraphs C., D., and E will not apply when:
1. Calls are made with ADAD equipment by a nonprofit organization, or by an individual using such calls other than for commercial profit making purposes, and the calls do not involve the advertisement or offering for sale, lease, or rental of goods, services, or property;
  2. Calls made with ADAD equipment relate to payment for, service of, or warranty coverage of previously ordered or purchased goods or services; or
  3. Calls made with ADAD equipment relate to collection of lawful debts.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.11 NETWORK FACILITIES FOR USE WITH AUTOMATIC DIALING AND ANNOUNCING DEVICES (Cont'd)

8.11.1 General (Cont'd)

- G. Any subscriber who operates or uses Automatic Dialing and Announcing Devices who does so in violation of the provisions set forth preceding will be subject to disconnection of telephone service if the violation does not cease within 10 days from the date of notification to that person. The date of notification shall be the date a certified letter is mailed by the Company notifying the subscriber of the violation, with a copy to the Georgia Public Service Commission.

8.12 DIRECT-INWARD-DIALING (DID) SERVICE

8.12.1 General

- A. DID service permits calls incoming to a PBX system, Telephone Answering service, or other Customer Premises Equipment requiring out pulsing-of-digits from the network to reach a specific station line without the assistance of an attendant. DID service is provided subject to the availability of facilities and telephone numbers and other conditions as specified in this tariff.
- B. The rates specified herein are in addition to the rates shown elsewhere in the tariff for the services with which this offering is associated (e.g. central office PBX trunks, access lines, etc.)
- C. Subscribers to DID service will be required to maintain an adequate number of DID trunks as determined by the Company in order to provide "quality" grade of service and prevent network degradation.
- D. The service must be provided on all lines in a trunk group arranged for inward service. Where DID is required on more than one group of trunks or central office lines, each such group shall be considered as a separate DID service.
- E. The assignment of telephone numbers and the sequence of the numbers assigned to a DID service is made at the discretion of the Company. Where the equipment configuration requires the assignment of blocks of telephone numbers or where the customer requests additional blocks of telephone numbers held in reserve for future use, rates and charges as shown in 8.13. are applicable for each unused block of telephone numbers. The Company does not guarantee to provide DID numbers arranged in a consecutive manner.
- F. When equipment or service of a special type arrangement is requested and provided, rates and charges are based on the costs involved to meet the individual requirements of each cost.
- G. The Company shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operation, or procedures of the Company render any of the facilities provided by a customer or authorized user obsolete or require modification or alternation of such equipment or system or otherwise affect its use or performance.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.12 DIRECT-INWARD-DIALING (DID) SERVICE (Cont'd)

8.12.1 General (Cont'd)

- H. Operational characteristics of interface signals between the Company provided facilities and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service as specified in other sections of this tariff.
- I. Directory listings will be provided in accordance with the regulations found in other sections of this tariff. DID numbers furnished herein are not entitled to directory listings without charge.
- J. All switching systems provided this service must be arranged to provide for the intercepting of reserved, idle and/or unassigned station numbers.
  - 1. Calls to vacant, non-working and reserved numbers will be routed to the customer premises equipment for handling. On incoming calls from the network to invalid numbers or restricted station in DID equipped customer premises equipment only two methods of intercept are acceptable: Attendant or Recorded Announcement. Due to the network irregularities that can be caused, no form of tone intercept is permitted.
- K. At the discretion of the Company, subject to operation limits and the availability of facilities, DID service may be provided outside the customer's normal serving central office. Where a DID trunk group is served from a central office other than the customer's normal serving central office, the appropriate mileage rates for Foreign Exchange or Foreign Office service, per DID trunk will apply.
- L. In addition to the rates and charges specified in 8.12.2 appropriate service connection, move and change charges are applicable to the establishment or rearrangement of trunks and numbers in connection with providing DID service.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.12 DIRECT-INWARD-DIALING (DID) SERVICE (Cont'd)**

**8.12.1 General (Cont'd)**

M. Installation charges for DID central office switching equipment are not applicable if the customer presently subscribes to DID service and changes the type of customer premises switching equipment. The following provisions apply:

1. The customer must maintain at least the same level of DID service requirements.
2. The replacing customer premises equipment must be served by the same central office as the existing customer premises equipment.
3. Central office switching equipment additions or modifications must not be required in order to provide DID service to the replacing customer premises switching equipment.
4. Rates and charges are applicable to additional DID service requirements which exceed the customer's existing level of DID arrangements.

**8.12.2 Rates and Charges**

A. Central Office Components

1. Direct-Inward Dialing (DID) Service

The following rates and charges also apply to blocks of reserved telephone numbers. In addition to the rates and charges for the DID Trunk Termination, rates and charges for Key System Trunks or PBX Trunks apply, as appropriate. DID Trunk Service will be provided only in the exchanges equipped for such service, and in exchanges where adequate numbers are available.

	<u>Installation Charge</u>	<u>Monthly Rate</u>
a. Establish trunk group and provide first group of 10 DID numbers...	\$500.00	\$ 5.00
b. Each additional group of 10 DID numbers...	\$25.00	\$ 5.00
c. DID Trunk Termination each.....	\$100.00	\$50.00

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.13 UNIVERSAL EMERGENCY NUMBER SERVICE - 911**

**8.13.1 General (Basic and Enhanced 911)**

- A. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal emergency number 911 for use of Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public.
- B. Two types of service are offered, basic 911 and Enhanced 911 Service (E911). Selection of the appropriate service to serve various customers will be made by the Company and the customer and will be based on a thorough analysis of customer needs at each location and on availability of facilities in each area.
- C. Rates and charges for the E911 Service Feature offerings as shown in other sections of this Tariff are based on costs for municipal and/or single county E911 Systems. E911 Systems which are essentially municipal and/or county wide but have minor overlapping into another county due to community of interest reasons are considered to be covered by this Tariff.
- D. Terminal equipment will be provided by the Company for 911 Service. Where not specifically itemized in this Tariff, said equipment including arrangements, moves or changes will be provided at rates and charges based on costs.
- E. At the request of any municipality, county or political subdivision (user) subscribing to 911 Service, the Company will spread the payment of the applicable nonrecurring charges for the initial provision or subsequent addition of 911 Service and or equipment in equal installments, where possible, which shall include all reasonable costs associated therewith, over a period not to exceed 18 months. In addition, at the request of such user, the Company will bill these nonrecurring charges pro rata to the local exchange subscribers served by the 911 Service on an individual exchange line basis at a rate not less than \$.25 per month per line. Further, upon receipt of notification of a resolution as provided in Section 46-5-132 of the Official Code of Georgia Annotated, the Company will also bill recurring charges for the installation and operation of an Enhanced 911 system. These charges shall be billed to the local exchange subscribers served by the E911 Service on a pro rata exchange line basis. Such charges shall also include all reasonable costs of the Company incurred in association therewith. Charges collected by the Company for the installation and operation of an enhanced emergency telephone number "911" system shall be collected and expended exclusively for the payment of E911 Service. These Tariff provisions are subject to the following conditions.
  - 1. These Tariff provisions are applicable only to those local exchange subscribers served by the 911 Service who reside in the Company's serving area.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.13 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

8.13.1 General (Basic and Enhanced 911) (Cont'd)

2. Separate contracts will be negotiated between the Company and the user.
3. No billing is authorized until such time as the Company has received a certification from the user that all legal requirements for the expenditure of funds for the equipment or installation and operation of the system, or both, have been complied with.
4. In those instances wherein the Company has been requested to bill nonrecurring and recurring charges prorata to local exchange subscribers, failure to pay the prorata charge affiliated with the payment of the user's nonrecurring and recurring charge shall not allow the company to cut off service to local exchange subscribers.
5. The nonrecurring and recurring charge billed by the Company pursuant to this Tariff will be listed individually on the bill and identified as follows: "E-911 (or 911) nonrecurring installation charges and E911 recurring operation charges, respectively. This charge has been placed on your bill by (name of governmental entity)."

F. Rules and Regulations

1. 911 service is provided by the Company where facility and operating conditions permit.
2. This offering is limited to the use of central office number 911 as the universal emergency number and only one 911 service will be provided within any geographical area.
3. The 911 emergency number is not intended to replace the seven digit listed number or telephone service of the various public safety agencies which may participate in the use of this number. The customer must subscribed for additional local exchange service at the PSAPs for administrative purposes for placing of outgoing calls and for receiving other emergency calls, including any which might be relayed by Company operators.
4. The service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting emergencies by the public.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.13 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)**

**8.13.1 General (Basic and Enhanced 911) (Cont'd)**

5. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by 8.15.1.F. of this Tariff. Where allowances on monthly charges for Features of E911 Service are involved, only those Service Features which are affected by the interrupted service shall be considered. Further, only those access lines on the interrupted portion of a service shall be considered in determining the number of access lines affected.
6. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 911 Service.
7. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 911 service. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the tariff rate for the service or facilities provided to the customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service. Further each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others or for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of 911 service features and the equipment associated therewith or by any services which are or may be furnished by the Company in connection therewith, including but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 service hereunder, and which arises out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.13 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)**

**8.13.1 General (Basic and Enhanced 911) (Cont'd)**

8. When an order for 911 service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are canceled in whole or in part prior to completion of the work involved, the customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.
9. Application for 911 service must be executed in writing by the customer (a municipality, a local government authority or their duly appointed agent). If execution is by an agent, satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
10. The customer must furnish the Company, in writing with its agreement to the following terms and conditions:
  - a. That at least one PSAP will be provided and staffed on a 24-hour, seven days per week basis.
  - b. That the customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.
  - c. That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.
  - d. That the customer will subscribe to, or provide telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company to be installed. (Applies to E911 Service only).
11. Temporary suspension of service is not provided for any part of the 911 Service.
12. The rates charged for 911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.13 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)**

**8.13.1 General (Basic and Enhanced 911) (Cont'd)**

13. Company serving boundaries and political subdivision boundaries may not coincide. If a central office serves telephones located both within and outside the customer's public safety jurisdiction, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by these central offices.
14. 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the PSAP. Outgoing calls can be made by adding outgoing lines for one button transfer and dial up services.
15. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
16. E911 information consisting of the names, addresses and telephone numbers of customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls. The E911 calling party forfeits the privacy afforded by private and semiprivate telephone number services to the extent that the telephone number, address and name associated with the originating station location are furnished to PSAP.
17. Central Offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for E911 Service.
18. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited to the terms set forth in the Section and other Sections of this Tariff.
19. General Regulations located in Section 8.13.1.F. of this Tariff will also apply to this service offering.
20. Where a 911 call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 911 call, the quality of the call or any features that may otherwise be provided with 911 Service.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.13 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

8.13.2 **Enhanced Universal Emergency Number Service - E911**

A. General

1. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 Service includes lines and equipment necessary for the answering, transferring and dispatching of public emergency telephone calls by persons within the service area who dial 911.
2. The E911 customer, except as specified following, may be a municipality or other county or local governmental unit, or an authorized agent or one or more municipalities or other county or local governmental units to whom authority has been lawfully delegated, The E911 customer for the purposes of paying nonrecurring charges shall be considered to be both the telephone subscribers and local government agency rather than the local government agency alone. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire and other emergency services within the telephone central office areas arranged for 911 calling.

B. Definition of Terms

1. Additional E911 Exchange Line -  
Additional Terminating Line that may be ordered by the customer.
2. Automatic Number Identification (ANI) -  
A feature by which the calling party's ANI telephone number is forwarded to the PSAP's ANI Display Console and Transfer Unit and displayed.
3. ANI Display Console and Transfer Unit -  
A unit for displaying ANI numbers at the PSAP attendant position and for handling the calls.
4. End Office -  
The Central Office(s) in the E911 System from which E911 calls are originated.
5. Enhanced 911 Service Area -  
The geographic area in which the customer will respond to all E911 calls and dispatch appropriate emergency assistance.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.13 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)**

**8.13.2 Enhanced Universal Emergency Number Service - E911(Cont'd)**

6. Exchange Access Line -  
Refers to the access from a particular telephone subscriber's premises to the telephone system of a service supplier. Exchange Access Lines include service supplier provided access lines, PBX trunks, and Centrex network access registers. Exchange access lines do not include service supplier owned and operated telephone pay station lines, Wide Area Telephone Services (WATS), Foreign Exchange (FX), or incoming only lines.
7. Fixed Transfer -  
A feature which enables a PSAP attendant to transfer incoming E911 calls to another agency or secondary PSAP by use of a single button on the ANI display Console and Transfer Unit.
8. Forced Disconnect -  
A function of the E911 Central Office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E911 exchange lines and is a standard feature of E911 Service.
9. Manual Transfer -  
A feature that enables the PSAP attendant to access another agency by depressing the Dial out key and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code.
10. Public Safety Answering Point (PSAP)  
An answering location for 911 calls originating in a given area. A PSAP is designated as Primary or Secondary. Secondary PSAP's receive calls on a transfer basis only. PSAP's are public service agencies such as police, fire or emergency medical or a common bureau serving a group of such entities.
11. Serving Central Office  
The Central Office from which a PSAP is served.
12. "Telephone subscriber" means a person or entity to whom local exchange telephone service, either residential or commercial, is provided and in return for which the person or entity is billed on a monthly basis. When the same person, business, or organization has several telephone access lines, each exchange access facility shall constitute a separate subscription.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.13 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

8.13.2 **Enhanced Universal Emergency Number Service - E911(Cont'd)**

13. Universal Emergency Number Service  
A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAP's established and operated by the customer.
14. Universal Emergency Number Service Customer  
A municipality or other county or local governmental unit or an authorized agent of one or more municipalities or other county or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls, at the minimum for police and fire service.
15. Wire Center  
The term "Wire Center" denotes the local telephone dial switching office serving subscribers in a well defined area.
16. Service Features -
  - a. Automatic Number Identification - Charges are based on the total number of access lines served by the local switching officers equipped for ANI only.
  - b. The following standard features are included with the service offering.  
  
Forced Disconnect  
Called Party Hold  
Emergency Ringback

MISCELLANEOUS SERVICE ARRANGEMENTS

8.13 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (Cont'd)

8.13.2 **Enhanced Universal Emergency Number Service - E911(Cont'd)**

C. Rates and Charges

1. Messages

- a. The calling party is not charged for calls placed to the 911 number.
- b. Charges for applicable local and/or toll messages transferred over exchange facilities from a PSAP are billed to the PSAP as covered in other sections of this Tariff based on rates applicable from the Central Office serving the PSAP initiating the transfer to the point of termination of the transfer.

D. Service Features

1. Automatic Number Identification

	<u>Service Establishment Charge</u>	<u>Monthly Rate</u>
a. Per 1000 Access Lines	\$500.00	\$140.00

\*Note 1: The rates quoted herein presume ANI capability and the compatibility of the data from such systems between the serving companies. Accordingly, when two or more local exchange companies participate in providing the 911 system to the customer and extraordinary costs are required to provide ANI capability or compatibility, additional charges may be applicable. Such charges will be processed in accordance with other sections of this Tariff.

\*Note 2: Rounded to nearest 1000 access lines (excluding all types of WATS termination). This count is based upon the maximum number of the above stated access lines in service during the most current twelve month period at the time service is established. This count will be adjusted in a like manner thereafter, for purposes of updating customer billing, with the applicable twelve month period being the twelve months ending each calendar year. For each Service Feature, where the count of access lines has been adjusted upward a service establishment charge applies for each 1000 access lines so adjusted (after rounding).

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.14 EMPLOYEE TELEPHONE SERVICE**

**8.14.1 General**

- A. Upon approval, Employee Telephone Service is furnished to permanent employees following the completion of the probationary period without charge subject to the requirements and conditions stated herein.
- B. One primary listing is provided in accordance with Section A, above, and will be furnished only at one location and only when the telephone is located in the employee's residence. Additional listings may be obtained at the employee's expense. Such service must be in the name of the employee.

**8.14.2 Rates**

- A. Only full-time active employees that are on call out, living within the Company local exchange service area will be furnished Local Telephone Service without charge, including any regular monthly rates and any Nonrecurring Service Charges for Basic Local Exchange Service.
- B. Employee Telephone Service as provided herein will not be applicable to:
  - 1. Long distance message telecommunications service;
  - 2. Foreign exchange service;
  - 3. Temporary suspension of service;
  - 4. An employee who has his/her telephone number non-published; or
  - 5. Extension telephone sets and auxiliary equipment.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.15 VERIFICATION AND EMERGENCY INTERRUPT SERVICE

8.15.1 General

A. Verification

1. The Company furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local subscriber line.
2. A subscriber-originated request for verification of a local number other than an emergency agency number is a chargeable verification request. No charge applies if the line is out of order.

B. Emergency Interrupt Service

1. The Company furnishes Emergency Interrupt Service when a subscriber who has originated a verification request to a line which has been found to be busy informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
2. A subscriber-originated request for emergency interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt Service.
3. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.15 VERIFICATION AND EMERGENCY INTERRUPT SERVICE (Cont'd)

8.15.2 Rates

- A. No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- B. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
- C. If the number verified is not in use, or as a result of interrupt the line is cleared, and, at the calling party's request, the operator completes the call, the charges for operator assisted local calls as defined in Section 8 of this Tariff apply.
- D. Nonrecurring charges:
  - Verification Request, each \$6.45
  - Emergency Interrupt Request, each\* \$6.45

\*A charge for a verification Requests also applies.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.16 LOW-INCOME PROGRAMS**

The Company, as part of its obligations as an Eligible Telecommunications Carrier, offers two (2) low-income assistance programs. These programs, Lifeline Assistance and Link Up, are offered under the terms and conditions provided below:

**8.16.1 Lifeline Assistance**

A. General

Lifeline Assistance is a retail service offering available to qualifying low-income subscribers, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for the following package of services: voice-grade access to the public switched network; local usage; dual-tone multi-frequency signaling or its functional equivalent; single-party service or its functional equivalent; access to emergency services; access to operator services; access to interexchange service; access to directory assistance; and toll limitation.

B. Regulations

1. Unless other eligibility requirements are established by the Commission, Lifeline Assistance is available to all subscribers who participate in one of the following programs: Medicaid; food stamps; supplemental security income; Federal public housing assistance; or Low-Income Home Energy Assistance Program.
2. Each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that s/he receives benefits under a program outlined in sub-paragraph (B) (1), above, and must, on that same document, agree to notify the Company if s/he ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.

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MISCELLANEOUS SERVICE ARRANGEMENTS

**8.16 LOW-INCOME PROGRAMS (Cont'd)**

**8.16.1 Lifeline Assistance (Cont'd)**

B. Regulations (Cont'd)

3. A subscriber to Lifeline Assistance may not be a dependent for Federal income tax purposes unless s/he is more than 60 years old.
4. A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll limitation as part of Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.
5. Lifeline Assistance will not be disconnected for non-payment of toll charges, unless the Company first demonstrates to the Commission that the Company would incur substantial costs, that the Company offers toll limitation without charge, and that telephone subscribership among low-income subscribers in the Company's service area is greater than or equal to the national subscribership rate for low-income consumers. For purposes of this paragraph, a "low-income consumer" is one with an income below the poverty level for a family of four residing in the state for which the Company seeks the waiver. The Company shall follow all applicable notice provisions as established, from time to time, by the Commission, as part of the waiver process, and to implement a waiver, if granted. The Company may reapply for the waiver as necessary.
6. The Company may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll blocking from the Company, where available. If toll blocking is unavailable, then the Company may charge a service deposit.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.16 LOW-INCOME PROGRAMS (Cont'd)**

**8.16.1 Lifeline Assistance (Cont'd)**

- C. Lifeline Assistance provides a Federal baseline reduction of the authorized Federal Subscriber Line Charge. The Commission includes an additional reduction of \$1.75 in the amount paid by a subscriber, therefore additional Federal Lifeline Assistance support in the amount of \$1.75 is made available to the Company providing Lifeline Assistance to that subscriber. The amount of Lifeline Assistance support shall not exceed the total of the Federal Subscriber Line Charge and applicable local service rate charged to the Lifeline Assistance customer.
- D. The Company shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customer's federal End-User Common Line Charge. The Company shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate.
- E. To be eligible for Lifeline Assistance, qualifying customers must subscribe to the lowest priced, flat-rate basic local exchange service offering that is made available in the Company's service area.
- F. Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.16 LOW-INCOME PROGRAMS (Cont'd)

8.16.2 **Link Up**

A. General

Link Up provides a reduction in the Company's customary charge for commencing telecommunications service for a single telecommunications connection at a subscriber's principal place of residence. Link Up is provided to eligible subscribers in addition to Lifeline Assistance. Charges assessed for commencing service include any charges that the Company customarily assesses to connect subscribers to the network. These charges do not include any permissible security deposit requirements.

B. Regulations

1. Unless other eligibility requirements are established by the Commission, Link Up is available to all subscribers who participate in one of the following programs: Medicaid; food stamps; Supplemental Security Income; Federal public housing assistance; or Low-Income Home Energy Assistance Program.
2. Each Link Up subscriber must certify in writing under penalty of perjury that s/he receives benefits under a program outlined in subparagraph (B) (1), above. The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.
3. A Link Up subscriber may not be a dependent for Federal income tax purposes unless s/he is more than 60 years old.
4. Link Up is available for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.16 LOW-INCOME PROGRAMS (Cont'd)**

**8.16.2 Link Up (Cont'd)**

C. Support

1. The Link Up reduction is one-half of the customary connection charge, or \$30.00, whichever is less.
2. Link Up support also provides a deferred schedule for payment of the charges assessed for commencing service, for which the subscriber does not pay interest. The interest charges not assessed to the subscriber shall be for connection charges of up to \$200.00 that are deferred for a period not to exceed one year.

**8.16.3 Interpretation**

All aspects of Lifeline Assistance and Link Up programs shall be subject to the interpretation of applicable Federal regulations and any directives which may from time to time be prescribed by the Universal Service Administrative Company. These rules are separate and apart from any rules prescribed as part of a state Universal Service program.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.17 ROTARY LINE SERVICE**

Any individual lines arranged for rotary level hunting or similar service which allows an incoming call to an access line that is called to be completed over another access line by means of central office facilities will be classed as rotary access lines. Access Lines used as trunks to PBX are restricted to a single premise.

**8.17.1 Rates and Charges**

Monthly Rate – Eulonia Exchange	\$41.05
Monthly Rate – Darien and Sapelo Exchanges	\$45.25

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.18 TRUNKS – EXCHANGE ACCESS FOR KEY AND PBX

8.18.1 Key and PBX Telephone Access Trunks

A. General

Key and PBX access trunks are two or more central office access lines which provide multiline capacity between the serving central office and multiline communications switching equipment at the customer's premise and is arranged in such a manner that the system user has selective arrangement over which access line is connected.

B. Rates and Charges

Eulonia Exchange	Darien and Sapello Exchange	
Each Multiline Key Access Trunk	\$41.05	\$45.25
Each Multiline PBX Access Trunk	\$41.05	\$45.25

See Section 5 for Key and PBX Telephone Access Line installation charges.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.19 JOINT USER SERVICE**

**8.19.1 General**

- A. A Joint User is defined as a person, firm or corporation whose use of a customer's service is not contemplated under the term of the contract, but who, subject to the consent of the customer, and to the rules and regulations of this tariff, is privileged to use the customer's service.
- B. Joint Users are permitted only in connection with business individual line and Private Branch Exchange service.
- C. Joint User Service is furnished only where the joint user is located in the same room as that in which the telephone to be used is located, or in a room directly connected with and immediately adjacent thereto. Extension stations may be furnished for the use of Joint Users at the regularly established rates.
- D. Joint User Service and any associated equipment of facilities provided in connection thereto shall be furnished only at the request of the customer to the main station or private branch exchange, who shall be responsible for the payment of all charges thereunder.
- E. To facilitate the use of Joint User Service, a directory listing is included as a part of the classification and additional listings may be furnished joint users under the same conditions as applying to regular customers. Listings for Joint Users must bear the same address and telephone number as the listing of the main station. No separate telephone numbers or other distinctive designation will be provided for the purpose of signaling the Joint User.
- F. Initial contract periods for Joint User Service will be as specified in Section 4 of this tariff.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.19 JOINT USER SERVICE**

**8.19.2 Application of Rates**

- A. The rate for Joint User Service is one half the applicable business line or Private Branch Exchange trunk rate for the exchange from which service is furnished.
- B. Charges for Joint User Service begin on the day the information records are posted and are payable monthly in advance, and thereafter until the contract is terminated at the request of the customer to the main station service.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.20 Three-Digit Dialing Service (N11)**

**8.20.1 General**

- A. Three-Digit Dialing Service hereinafter (N11 Service) is a three-digit local dialing arrangement with Darien Telephone Company, for delivery of general information via voice grade facilities. N11 Service provided under this Section 8.20 is limited to Customers who have received an allocation of an N11 code from the Georgia Public Service Commission in accordance with the procedures under Section 8.20.2.A of this Tariff. Specific uses of N11 codes as described in Section 8.20.1.C are not N11 Services provided under this Tariff Section 8.20.
- B. The Local Calling Area(s) of the N11 Service subscriber will be the basic local calling area(s) for the applicable exchange(s) defined in Section 2 of this Tariff, as facilities permit.
- C. N11 Service will be assigned for commercial use in each Local Calling Area, only in those instances where the code has not been requested by an entity as defined by the Federal Communications Commission in CC Docket 92-105 for specific uses. The specific uses are as follows:
- 211 – access to community information and referral services
  - 311 – access to non-emergency police and other governmental agencies
  - 411 – directory assistance
  - 511 – access to travel information services
  - 611 and 811 – access to service repair and business office uses of all providers of telephone exchange service
  - 711 – access code to Telephone Relay Services (TRS)
  - 911 – access to emergency services
- With these assignments, non-commercial use of 211, 511 and 711 will be provided as specified in, respectively, Section 8.21, Section 8.22 and Section 8.23 of this Tariff. In addition, guidelines for reassignment of N11 codes are defined in Section 8.20.2.A. following.
- D. Only one N11 number will be assigned to an N11 subscriber or its affiliates, per Local Calling Area.
- E. N11 Service is available in Darien Telephone Company's Local Calling Areas only. To provide access to an N11 number to end users in the local calling area of another local exchange carrier or to a competitive local exchange carrier's (CLEC's) end user within the local calling area, the N11 subscriber must make appropriate arrangements with the other local exchange carrier or CLEC serving that territory.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.20 Three-Digit Dialing Service (N11) (Cont'd)**

**8.20.1 General (Cont'd)**

- F. N11 Service can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.) or via a 10-digit toll free number.
  - G. Calls to an N11 number delivered by the Company to a 7 or 10-digit local number designated for the N11 Service shall not be forwarded to a number that is not within the Local Calling Area of the exchange for which the N11 Code has been assigned by the Company.
  - H. N11 Service provided by the Company is not available for resale.
  - I. This service is furnished subject to the availability of N11 numbers.
  - J. Limitations and use of service as stated in Section 4 of this Tariff apply.
  - K. Calls to a disconnected N11 number will be routed to intercept over the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.
  - L. Directory Listings may be provided for N11 Service at rates and regulations as specified in Section 7.1 of this Tariff. The phrase "Charges May Apply" will be included in the N11 Service listing at no additional charge.
  - M. Access to N11 Service is not available to the following classes of service:
    - Payphone Service Provider Telephones (PSP's)
    - 1+
    - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
    - Inmate Service
    - 101XXXX
    - Wireless
- Operator assisted calls to an N11 subscriber will not be completed.
- N. N11 Service will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Calling Number Delivery service in Section 8.2 of this Tariff, as available.
  - O. The N11 subscriber is restricted from selling or transferring the N11 number to an unaffiliated entity, either directly or indirectly, unless pursuant to an order of the Commission.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.20 Three-Digit Dialing Service (N11) (Cont'd)**

**8.20.1 General (Cont'd)**

- P. If an N11 subscriber becomes an affiliate of or is acquired by another N11 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one N11 number within six months of the merger or acquisition.
- Q. If Local Calling Areas are merged, and an N11 number exists in both areas, the N11 subscriber who established the N11 Service first in time will be entitled to retain the N11 Service in the merged Local Calling Area.
- R. The N11 subscriber is prohibited from providing programming which involves live group interaction, such as "GAB" lines, "chat" lines, or similar type programs where the primary purpose is for callers to interact with one another.

**8.20.2 Service Requirements and Conditions**

- A. All requests for N11 Service must be submitted in writing to the Georgia Public Service Commission. The Commission will allocate N11 Service numbers in the specified Local Calling Areas.
- B. Within 30 calendar days of the number assignment, the N11 subscriber must initiate a service request order, which will determine the subscriber's provisioning date. The Company will provision the subscriber's request within a reasonable time, given the complexity of the order. The N11 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If, during or at the end of a 90-day period following the number assignment, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 number will be recalled and the number will be considered available for reassignment as specified in Section 8.20.2.A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.20 Three-Digit Dialing Service (N11) (Cont'd)**

**8.20.2 Service Requirements and Conditions (Cont'd)**

- C. The N11 subscriber must (1) obtain a new 7-digit or in the event local 10-digit dialing is adopted by the Company, a 10-digit local number or a 10-digit toll free number, (2) designate an existing non-published 7 or 10-digit local number or a 10-digit toll free number, or (3) change an existing published 7 or 10-digit local number to a non-published number, which will be established as the lead number in the hunt group, ACD, etc., of the subscriber. If a 7 or 10-digit local number is used, it must be non-published. When the N11 Service is disconnected or discontinued, the N11 subscriber must surrender any 7 or 10-digit local number provided by the Company as part of the N11 Service. This 7 or 10-digit local number can be either disconnected or a new 7 or 10-digit local number can be assigned. Appropriate rates from Sections 5 and 6 of this Tariff will apply for use of the Company's local numbers.
- D. The Federal Communications Commission (FCC) has ordered that certain N11 numbers be assigned for national purposes and certain uses. As requests are submitted by qualifying entities for N11 numbers assigned for national use, the Company will update the Tariff accordingly and inconsistent commercial use of such numbers shall be discontinued according to the following provisions.
- The N11 subscriber must, prior to provisioning of the service, sign a written acknowledgement of this condition and an agreement to return the code upon receipt of six months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 97-51 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such N11 codes. The Company will work with all N11 subscribers affected by such recall to transfer their service arrangements, if technically and economically feasible at the time, to an abbreviated dialing arrangement, and if not feasible, to a 7 or 10-digit dialing arrangement within the six-month notice period. The N11 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The N11 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.
- E. The N11 Service is provided where technically feasible.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.20 Three-Digit Dialing Service (N11) (Cont'd)**

**8.20.2 Service Requirements and Conditions (Cont'd)**

- F. N11 Service will be provided under the following conditions.
1. For network sizing and protection, each N11 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to an N11 number.
  2. The Company report of the number of local calls completed to each N11 number will serve as the sole document upon which remittance by the N11 provider to the Company will be made.
  3. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  4. The N11 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the Service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
  5. Suspension of Service as covered in Section 4 of this Tariff is not applicable for this service.
  6. If an N11 subscriber discontinues subscription to N11 Service, the N11 number will be disconnected and reassigned according to the conditions defined in Section 8.20.2.A, preceding. Upon the termination of N11 Service, the N11 number may be reassigned after 60 days.
  7. Unless otherwise specifically provided in this Tariff, the Company shall be authorized to disconnect any tariffed service provided to the N11 subscriber utilized, directly or indirectly, with the N11 Service which fails to comply with regulations and conditions set forth herein, upon five (5) days written notice to the subscriber. Disconnection may be suspended at the discretion of the Company if it receives written certification that the N11 subscriber is in compliance with regulations and conditions of the tariffs. Continual noncompliance shall be cause for disconnection without notice at the discretion of the Company.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.20 Three-Digit Dialing Service (N11) (Cont'd)**

**8.20.2 Service Requirements and Conditions (Cont'd)**

- F. N11 Service will be provided under the following conditions. (Cont'd)
8. The N11 subscriber is responsible for informing potential end users that a call to the N11 number will be at the charge the subscriber establishes. The N11 subscriber must notify the Company in writing at least 30 days in advance if the call charge is to be increased or decreased.
  9. Where the N11 subscriber uses a 7-digit or 10-digit local number, the N11 subscriber shall subscribe to adequate exchange facilities to transport the calls to the N11 subscriber's premises.
  10. When end users are charged by the N11 Service provider for services delivered in response to calls to an N11 number, the N11 subscriber shall include a clearly understandable and audible preamble statement at the beginning of each call to the N11 number that includes the following information: a generic description of the information or service that the end user will receive if the call is completed (i.e., "sports scores," "stock quotes," etc.), the name of the provider of the information service, and a statement regarding the charge to the end user as follows: "This call will cost you \$\_\_. If you do not wish to incur this charge, hang up now." This statement must be followed by a silent period of six (6) seconds within which the end user can hang up without being charged for the call, unless additional positive action (i.e., pressing additional keys) is required by the end user to acknowledge that the end user is willing to pay for the call.
  11. The N11 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the N11 number. If requested by the Company, the N11 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.20 Three-Digit Dialing Service (N11) (Cont'd)**

**8.20.2 Service Requirements and Conditions (Cont'd)**

- F. N11 Service will be provided under the following conditions. (Cont'd)
12. When the N11 Service provider charges end users for services delivered in response to calls to the N11 number, any N11 Service aimed at or likely to be of interest to children under the age of eighteen shall be preceded with a statement of the charge for such calls and the phrase, "Children, you should ask your parents for permission before calling. Hang up now if you have not asked your parents for permission before calling this number."
  13. A written notice will be sent to any N11 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.
- G. If a pre-recorded announcement is provided by the N11 subscriber, the following conditions apply.
1. The N11 Service subscriber will provide announcements. The Company will provide only the delivery of the call.
  2. N11 Subscriber sponsorship of any particular announcement of recorded program service shall not preclude another N11 subscriber from sponsoring the same or similar announcement or recorded program service.
  3. The provision of access to the N11 Network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.20 Three-Digit Dialing Service (N11) (Cont'd)**

**8.20.2 Service Requirements and Conditions (Cont'd)**

- G. If a pre-recorded announcement is provided by the N11 subscriber, the following conditions apply. (Cont'd)
  - 4. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - 5. The N11 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- H. The Company will take all legal and practical steps to disassociate itself from N11 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that generates unacceptable levels of complaints by end users.
- I. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.20 Three-Digit Dialing Service (N11) (Cont'd)**

**8.20.3 Advertisement Regulations for N11 Service**

- A. All advertising inviting the use of or in any way relating to N11 Service shall conform to and comply with the requirements and conditions contained herein as well as all other applicable tariff provisions, rules, ordinances, laws and statutes.
- B. The advertising for N11 Service shall comply with the following regulations.
  - 1. Advertising may be distributed in any form that the subscriber chooses, provided it complies with and conforms to the specifications contained herein.
  - 2. No advertising shall be permitted which, in form or substance, does not allow for an audit trail which is verifiable independent of the subscriber for review and confirmation, at any given moment, of compliance with the procedures and specifications set out herein, as well as in other applicable tariff provisions.
- C. Each advertisement shall inform potential callers of the name of the person responsible for the advertisement and the charge for N11 calls. This information shall be displayed with such clarity and prominence to permit it to be noticed and understood by prospective callers and in any event, the per call charge shall be printed in type of the same size as that of the N11 number being advertised. In order to ensure that callers will have an adequate opportunity to notice and understand the foregoing information, advertisements inviting the use of or in any way relating to N11 Service will, at a minimum, be conducted in compliance with the following media-specific specifications.
  - 1. Print Media - Notice of the charge for each N11 call and, when applicable, the fact of inclusion of this charge on the telephone bill, and the telephone number of the person responsible for the advertisement shall appear on the face of any printed material, in bold type (if bold type is permitted by the advertising medium: if bold type is not permitted, the same type as used in the remainder of the advertisement shall be used) of a size no smaller than the largest type contained elsewhere in the advertisement.
  - 2. Audio or Verbal Media - Notice of the charge for each N11 call shall be stated once during audio or verbal advertisements. This portion of the advertisement shall be broadcast at the same audio level with the same diction and pace as the remaining portions of the ad.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.20 Three-Digit Dialing Service (N11) (Cont'd)**

**8.20.3 Advertisement Regulations for N11 Service (Cont'd)**

3. Audio/Visual - Notice of the charge for each N11 call and the person responsible for the advertisement shall be both displayed/broadcast during any audio/visual advertisement. When displayed, this information shall be shown for a duration of at least five seconds and in type of the same size as that of the number being advertised. In all other respects, the advertisement shall conform to the specifications for print advertisements and audio or verbal advertisement set out in 1. and 2. preceding.
- D. In addition to complying with the procedures stated preceding and all other specifications relating to the advertisement of the charge and bill consequences associated with N11 Service, each N11 subscriber shall comply with the following:
1. The N11 subscriber shall exclude from any advertisement any matter the dissemination of which is prohibited by law. No advertisement shall be used which, because of words, phrases, statements or illustrations therein or information omitted therefrom, has the capacity or tendency to mislead or deceive prospective callers as to the cost, extent, quality, caller's qualification or nature of any information or service to be received from an N11 call. The N11 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority regarding advertisement for N11 Service. If requested by the Company, the N11 subscriber shall assist the Company in responding to complaints to the Company concerning advertisements for N11 Service.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.20 Three-Digit Dialing Service (N11) (Cont'd)**

**8.20.4 Rates and Charges**

A. Application of Rates

1. Nonrecurring charges shall apply for each N11 number per Local Calling Area.
2. N11 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex lines, etc.) used for transporting and terminating messages at the N11 subscriber's designated premises.
3. Applicable service order charges as specified in Section D of this Tariff will apply, in addition to the following rates.

B. Charges applicable to the N11 Service Subscriber:

1. Establishment of N11 Service, per N11 Service number, per Local Calling Area

Nonrecurring Charge	\$5,000.00
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2. Billing Arrangement Change by Subscriber

Per N11 Service Number, Per Local Calling Area	\$675.00
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MISCELLANEOUS SERVICE ARRANGEMENTS

8.20 Three-Digit Dialing Service (N11) (Cont'd)

8.20.4 Rates and Charges

B. Charges applicable to the N11 Service Subscriber: (Cont'd)

3. Change of Point-to-Number by Subscriber  
 Per Local Calling Area

Nonrecurring Charge \$64.00

4. Usage Charges

Rate

Initial Minute \$0.03

Additional Minutes, Each \$0.02

5. N11 Service Monthly Report, Paper Copy

Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
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Per Occasion, Per Local Calling Area	\$450.00	\$46.50
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Rate

Per Message, each	\$0.005
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6. N11 Service Monthly Report  
 Diskette Copy

Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
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Per Occasion, Per Local Calling Area	\$450.00	\$46.50
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7. N11 Subscriber Billing Information

Per Occasion, Per Local Calling Area	\$90.00
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Issued: August 7, 2002

Effective: September 6, 2002

Mary Lou Chapman  
 President  
 Darien Telephone Company  
 P.O. Box 575  
 Darien, Georgia 31305-0575

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.21 211 DIALING SERVICE**

**8.21.1 General**

- A. 211 Dialing Service (“211”) is a three digit local dialing arrangement, available in specified areas, with Darien Telephone Company for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
- B. 211 is available in Darien Telephone Company Local Calling Areas only. To provide access to a 211 number to end users in the local calling area of another local exchange carrier or to a competitive local exchange carrier’s (CLEC’s) end users within the local calling area, the 211 subscriber must make appropriate arrangements with the other local exchange carrier or CLEC.
- C. The Local Calling Area(s) of the 211 subscriber will be the basic local calling area(s) for the applicable exchange(s) defined in Section 2 of this Tariff, as facilities permit. If Local Calling Areas are merged, and a 211 number exists in both areas, the 211 subscriber who established the 211 Service first in time will be entitled to retain the 211 in the merged Local Calling Area.
- D. This service is furnished subject to the availability of the 211 number.
- E. 211 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc) or a 10-digit toll free number.
- F. Limitations and use of service as stated in Section 4 of this Tariff apply.
- G. Directory Listings may be provided for 211 at rates and regulations as specified in Section 7.1 of this Tariff.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.21 211 DIALING SERVICE (Cont'd)**

**8.21.1 General (Cont'd)**

- H. Access to 211 is not available to the following classes of service:
- Payphone Service Provider Telephones (PSPs)
  - Hotel/Motel/Hospital Service
  - 1+
  - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
  - Inmate Service
  - 101XXXX
  - Wireless

Operator assisted calls to the 211 subscriber will not be completed.

- I. The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly except under direction of the Commission.
- J. An "affiliate" of a 211 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 211 subscriber. The term "control" (including the terms "controlling", "controlled by: and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise. If a 211 subscriber becomes an affiliate of or is acquired by another 211 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 211 number within 6 months of the merger or acquisition.
- K. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Calling Number Delivery service in Section 8.2, preceding.
- L. Calls to a disconnected 211 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.21 211 DIALING SERVICE (Cont'd)**

**8.21.2 Service Requirements and Conditions**

- A. All requests for 211 must be submitted in writing to the Georgia Public Service Commission. The Commission will allocate 211 numbers in the basic Local Calling Areas based upon requirements and/or standards established by the FCC.
- B. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 211 subscriber has failed to establish service or decides to discontinue service establishment, the 211 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.
- C. The 211 subscriber must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 211 number by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 211 codes. If a recall is effected, the Company will work with all 211 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 211 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.
- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic Local Calling Area. All central offices within a basic Local Calling Area must be pointed to the same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections 5 and 6, of this Tariff will apply.
- E. The 211 Dialing Service is provided where facilities permit.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.21 211 DIALING SERVICE (Cont'd)**

**8.21.2 Service Requirements and Conditions (Cont'd)**

- F. 211 will be provided under the following conditions.
1. For network sizing and protection, the 211 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 211.
  2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 211 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours 211 Dialing Service.
  3. The 211 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  4. The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
  5. Suspension of 211 Dialing Service as covered in Section 4 of this Tariff is not applicable for this service.
  6. The 211 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. If requested by the Company, the 211 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 211 service.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.21 211 DIALING SERVICE (Cont'd)**

**8.21.2 Service Requirements and Conditions (Cont'd)**

7. A written notice will be sent to any 211 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
  
- G. If a pre-recorded announcement is provided by the 211 subscriber, the following conditions apply.
  1. The 211 subscriber will provide announcements. The Company will provide only the delivery of the call.
  2. The 211 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 211 subscriber from sponsoring the same or similar announcement or recorded program service.
  3. The provision of access to the 211 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
  4. The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.21 211 DIALING SERVICE (Cont'd)**

**8.21.2 Service Requirements and Conditions (Cont'd)**

5. The 211 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
  
- H. The Company may take all legal and practical steps to disassociate itself from 211 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
  
- I. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.21 211 DIALING SERVICE (Cont'd)

8.21.3 Rates and Charges

A. Application of Rates

1. A Service Establishment charge shall apply per basic Local Calling Area.
2. 211 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 211 subscriber's designated premises.
3. Applicable service order charges as specified in Section D of this Tariff will apply, in addition to the following rates.
4. A Central Office Activation charge will apply per central office switch translated to the lead number within the basic calling area.
5. A charge will apply to changes to the point-to number at the subscriber's request, per 211 Dialing Service, per central office switch within the basic Local Calling Area.

B. Charges applicable to the 211 Dialing Service Subscriber:

1. Service Establishment Charge  
Nonrecurring Charge \$389.00
2. Central Office Activation  
Per Central Office \$155.00
3. Change of Point-to Number by Subscriber  
Per Central Office \$13.50

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.22 711 DIALING CODE FOR TELEPHONE RELAY SERVICE (TRS)**

**8.22.1 General**

- A. 711 Dialing Code (“711”) is a three digit local dialing arrangement for telephone voice transmission access to all relay service entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 711 dialing code is assigned for nationwide access to TRS entities, to be implemented not later than October 1, 2001.
- B. Pursuant to Georgia Public Service Commission TRS, Twelfth Amendatory Letter Order issued November 13, 2000, the 711 Dialing Code is assigned for telephone relay services to be implemented for subscriber use not later than March 1, 2001.
- C. 711 is available from Darien Telephone Company in Darien Telephone Company Territory only.
- D. This service is subject to the availability of the 711 dialing code.
- E. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- F. Limitations and use of service as stated in Section 4.4 of this Tariff apply.
- G. Directory Listings may be provided for 711 at no charge.
- H. Access to 711 is not available to the following classes of service:
  - Hotel/Motel/Hospital Service (toll call only)<sup>1</sup>
  - 1+
  - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
  - Inmate Service
  - 101XXXX
  - Cellular – Type 2A<sup>2</sup>
  - Operator assisted calls to 711 will not be completed, as additional charges may be incurred by the end user.

Note 1: Hotel/Motel/Hospital equipment may require modification in order for 711 call to complete.

Note 2: Calls will be completed via translations performed by the wireless carrier’s switch.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.22 711 DIALING CODE FOR TELEPHONE RELAY SERVICE (TRS) (Cont'd)**

**8.22.2 Service Requirements and Conditions**

- A. The Georgia Public Service Commission has responsibility for establishing, implementing, administering and promoting statewide telecommunications relay service (TRS), pursuant to O.C.G.A. §46-5-30.
- B. Only one 10-digit toll free number may be used as the lead number per basic Local Calling Area.
- C. The 711 Dialing Code is provided where facilities permit.
- D. 711 Dialing Code will be provided under the following conditions.
  1. The TRS service provider will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 711.
  2. The TRS service provider is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
  3. The Company shall respond promptly to any and all complaints lodged with the Georgia Public Service Commission, regarding the delivery of a call to the TRS service provider via 711.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.23 511 DIALING SERVICE**

**8.23.1 General**

- A. 511 Dialing Service (“511”) is a three digit local dialing arrangement available in specified areas, with Darien Telephone Company (“Company”), for delivery of general information via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services. In addition, the 511 subscriber must comply with any orders and rules pertaining to 511, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
- B. 511 is available in Darien Telephone Company Local Calling Areas only. To provide 511 access by end users in the local calling area of another local exchange carrier or to a competitive local exchange carrier’s (CLEC’s) end users within the local calling area, the 511 subscriber must make appropriate arrangements with the other local exchange carrier or CLEC.
- C. The Local Calling Area(s) of the 511 Service subscriber will be the basic local calling areas for the applicable exchange(s) defined in Section 2 of this Tariff, as facilities permit. If Local Calling Areas are merged, and a 511 number exists in both areas, the 511 subscriber who established 511 first in time will be entitled to retain the 511 number in the merged Local Calling Area.
- D. This service is subject to the availability of 511 numbers.
- E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.) or to a 10-digit toll free number.
- F. Limitations and use of service as stated in Section 4 of this Tariff apply.
- G. Directory Listings may be provided for 511 at rates and regulations at no charge.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.23 511 DIALING SERVICE (Cont'd)**

**8.23.1 General (Cont'd)**

H. Access to 511 is not available to the following classes of service:

- Payphone Service Provider Telephones (PSPs)
- Hotel/Motel/Hospital Service
- 1+
- 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
- Inmate Service
- 101XXXX
- Wireless

Operator assisted calls to the 511 subscriber will not be completed.

- I. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.
- J. An "affiliate" of a 511 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term "control" (including the terms "controlling", "controlled by:", and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise. If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within 6 months of the merger or acquisition.
- K. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Delivery service in Section 8.2, preceding.
- L. Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.23 511 DIALING SERVICE (Cont'd)**

**8.23.2 Service Requirements and Conditions**

- A. All requests for 511 must be submitted in writing to the Georgia Public Service Commission. The Commission will allocate the 511 code in the specified basic Local Calling Areas based upon requirements and/or standards established by the FCC.
- B. Within 30 days of the number assignment, the 511 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 number will be recalled and the number will be considered available for reassignment as specified in Section 8.23.2.A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.
- C. The 511 subscriber must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is effected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6 month notice period. The 511 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.23 511 DIALING SERVICE (Cont'd)**

**8.23.2 Service Requirements and Conditions (Cont'd)**

- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic Local Calling Area. All central offices within a basic Local Calling Area must be pointed to same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections 5 and 6 of this Tariff will apply.
- E. The 511 Dialing Service is provided where facilities permit.
- F. 511 will be provided under the following conditions.
  - 1. For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 511.
  - 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 511 Dialing Service.
  - 3. The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.23 511 DIALING SERVICE (Cont'd)**

**8.23.2 Service Requirements and Conditions (Cont'd)**

4. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
  5. Suspension of 511 as covered in Section 4 of this Tariff is not applicable for this service.
  6. The 511 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 511 number. If requested by the Company, the 511 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.
  7. A written notice will be sent to any 511 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- G. If a pre-recorded announcement is provided by the 511 subscriber, the following conditions apply.
1. The 511 subscriber will provide announcements. The Company will provide only the delivery of the call.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.23 511 DIALING SERVICE (Cont'd)**

**8.23.2 Service Requirements and Conditions (Cont'd)**

2. 511 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 511 subscriber from sponsoring the same or similar announcement or recorded program service.
  3. The provision of access to the 511 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
  4. The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  5. The 511 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- H. The Company may take all legal and practical steps to disassociate itself from 511 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- I. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.23 511 DIALING SERVICE (Cont'd)

8.23.3 Rates and Charges

A. Application of Rates

1. A Service Establishment charge shall apply per basic Local Calling Area.
2. 511 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 511 subscriber's designated premises.
3. Applicable service order charges as specified in Section D of this Tariff will apply, in addition to the following rates.
4. A Central Office Activation charge will apply per central office switch translated to the lead number within the basic calling area.
5. A charge will apply to changes to the point-to number at the subscriber's request, per 511 Dialing Service, per central office switch within the basic Local Calling Area.

B. Charges applicable to the 511 Dialing Service Subscriber:

1. Service Establishment Charge  
Nonrecurring Charge \$389.00
2. Central Office Activation  
Per Central Office \$155.00
3. Change of Point-to Number by Subscriber  
Per Central Office \$13.50

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.24 PRE-ASSIGNED NUMBERS**

**8.24.1 General**

Pre-assignment of local exchange numbers is provided to customers in all the Company's exchanges.

**8.24.2 Rates and Charges**

The monthly rate will be \$5.00. Service may be requested for a minimum of 30 days and a maximum of 360 days.

Regular service charges as stated in Section 5 will apply for requesting service.