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August 20, 2007

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Ms. Ann Cole  
Office of the Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Docket No. 050863-TP: dPi Teleconnect, L.L.C. v. BellSouth  
Telecommunications, Inc.

Dear Ms. Cole:

Enclosed are an original and fifteen copies of BellSouth Telecommunications, Inc. d/b/a AT&T Florida's Rebuttal Testimony of Pam Tipton, which we ask that you file in the captioned docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. A copy is being provided to the parties of record shown on the attached Certificate of Service.

Sincerely,

  
J. Phillip Carver

cc: All parties of record  
Chris Malish  
Jerry Hendrix  
James Meza III  
E. Earl Edenfield, Jr.

- CMP 3
- COM 3
- CTR original
- ECR 2
- GCL 2
- OPC \_\_\_\_\_
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**CERTIFICATE OF SERVICE  
DOCKET NO. 050863-TP**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

Electronic Mail and Federal Express this 20th day of August, 2007 to the following:

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\_\_\_\_\_  
J. Phillip Carver

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AT&T FLORIDA  
REBUTTAL TESTIMONY OF PAM TIPTON  
BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET NO. 050863-TP  
AUGUST 20, 2007

Q. HAVE YOU PREVIOUSLY FILED TESTIMONY IN THIS PROCEEDING?

A. Yes, I filed Direct Testimony on July 23, 2007.

Q. WHAT IS THE PURPOSE OF YOUR REBUTTAL TESTIMONY?

A. My Rebuttal Testimony responds to portions of the Direct Testimony filed on July 23, 2007, by Brian Bolinger and Steve Watson on behalf of dPi Teleconnect, L.L.C. ("dPi").

Q. BEFORE GETTING INTO SPECIFICS OF MR. BOLINGER'S AND MR. WATSON'S TESTIMONY, ARE THERE ANY GENERAL COMMENTS YOU HAVE ABOUT DPI'S TESTIMONY?

A. Yes. Mr. Watson devotes the majority of his testimony to discussing matters that have nothing to do with the issues in this proceeding. Mr. Watson discusses at great length the process by which AT&T Florida ("AT&T") reviewed CLEC requests for promotional credits in the past.

1 This process is not at issue in this proceeding. dPi's complaint  
2 mentions nothing about the process by which AT&T reviewed CLECs'  
3 request for promotional credits. dPi's complaint centers on its claim  
4 that it did not receive promotional credit that it believes it is entitled to.  
5 (dPi Complaint, p. 3.) Thus, this Commission issued an *Order*  
6 *Establishing Procedure* that set forth two issues:

- 7  
8 (1) Is dPi entitled to credits for the AT&T Florida line connection  
9 charge waiver promotion when dPi orders free blocks on resale  
10 lines; and  
11  
12 (2) Is dPi entitled to any other promotional resale credits from  
13 AT&T Florida?

14  
15 Nowhere in these two issues is the process by which AT&T reviews  
16 CLECs' request for promotional credits mentioned.

17  
18 The only issue that is before this Commission is whether dPi is entitled  
19 to credits for reselling certain AT&T promotions; more specifically,  
20 whether dPi's end users would have qualified for the specific promotion  
21 requested had they been an AT&T end user.

22  
23 Moreover, Mr. Watson's testimony does not even relate to current  
24 conditions. Mr. Watson makes general references to events that  
25 occurred between 2003 and 2005. Many of Mr. Watson's comments  
26 relate to processes that, as I mentioned in my direct testimony, have  
27 not been utilized since that time. AT&T developed and instituted an

1 automated review process in 2006 so the process that Mr. Watson  
2 discusses in his testimony no longer exists.

3

4 Finally, it is important to note that this entire dispute is over credit  
5 requests that dPi claims are valid, but which, with a few exceptions, dPi  
6 no longer submits. For example, in June 2007, dPi only submitted 42  
7 Line Connection Charge Waiver ("LCCW") promotional credit requests  
8 for service orders in the state of Florida and no requests for credits  
9 under the Secondary Service Charge Waiver ("SSCW") promotion or  
10 the Two Features for Free ("TFFF") promotion. (The TFFF promotion is  
11 no longer available.)

12

13 Q. ON PAGE 1, LINES 19-21, MR. BOLINGER STATES THAT AT&T "IS  
14 REQUIRED BY LAW TO MAKE AVAILABLE FOR RESALE ANY  
15 PROMOTIONS THAT BELLSOUTH MAKES AVAILABLE TO ITS  
16 CUSTOMERS" AND THAT THIS CASE ARISES "BECAUSE OF  
17 BELLSOUTH'S REFUSAL TO EXTEND ITS PROMOTIONAL PRICING  
18 TO DPI." ARE MR. BOLINGER'S STATEMENTS ACCURATE?

19

20 A. No. Based on the law and dPi's Interconnection Agreement with AT&T,  
21 AT&T is required to make available for resale any promotion to dPi that  
22 dPi's end user would qualify for ***if that same end user had been an***  
23 ***AT&T end user.***

24

25 AT&T is not *refusing* to extend its promotional pricing to dPi. AT&T has

1 denied dPi's request for these particular promotional credits because  
2 dPi does not qualify for the promotion, specifically because dPi's end  
3 user customers do not qualify. When reselling promotions, a CLEC's  
4 end user customer must meet the same requirements as an AT&T retail  
5 end user customer in order to qualify for the promotion. dPi's end user  
6 customers did not meet these requirements, and therefore, dPi's  
7 requests to receive credit were denied.

8  
9 **Issue 1(a): Is dPi entitled to credits for the AT&T Florida line**  
10 **connection charge waiver promotion when dPi orders free blocks on**  
11 **resale lines?**

12 **(b): If so, in what amount?**

13

14 Q. WHY DID AT&T DENY DPI'S REQUEST FOR PROMOTIONAL  
15 CREDITS UNDER THE LCCW PROMOTION?

16

17 A. It is an undisputed fact that the LCCW promotion has specific  
18 requirements that must be met in order for a customer to qualify for the  
19 promotion. One of the specific requirements of the LCCW promotion is  
20 that "the end user customer must purchase a minimum of basic local  
21 service and two Custom Calling or TouchStar<sup>®</sup> features." AT&T denied  
22 most of dPi's requests for credit for the LCCW promotion because the  
23 orders submitted by dPi did not satisfy this criterion.

24

25 Q. PLEASE EXPLAIN YOUR STATEMENT THAT DPI (OR ITS END  
26 USERS) DID NOT SATISFY THIS REQUIREMENT?

1

2 A. Most of the orders dPi submitted under the LCCW promotion appears  
3 to have been based on dPi's assumption that calling blocks (also known  
4 as billing blocks) are "features". However, calling blocks are not  
5 features. Calling blocks allow AT&T's end users to prevent the  
6 activation of certain features that have a per-use charge. Specifically,  
7 calling blocks prevent a caller from being able to use, and thus incur  
8 charges for using, certain features such as Call Return, Repeat Dialing  
9 and Call Tracing.

10

11 Q. WHAT IS THE DIFFERENCE BETWEEN A FEATURE AND A  
12 CALLING BLOCK?

13

14 A. A feature is an optional enhancement to a customer's basic service that  
15 the customer chooses to purchase at a set monthly rate. A calling  
16 block is a way to prevent a feature from being activated on a per call  
17 basis. A review of the tariff illustrates this distinction.

18

19 For ease of reference, attached as Exhibit PAT-5 is a copy of Section  
20 A.13.19.4 of AT&T Florida's GSST Tariff. This section refers to the  
21 Rates and Charges for TouchStar® Services. The first feature listed,  
22 Call Return, allows a customer to place a call to the telephone number  
23 associated with the most recent call received "at the touch of a button"  
24 and has a monthly recurring rate of \$6.95 or a per activation charge of  
25 \$1.25. If a customer chooses to subscribe to the service on a monthly

1 basis, and have unlimited use of Call Return, then they can purchase  
2 the feature for \$6.95. If the customer chooses not to subscribe to the  
3 service, but periodically wants to activate their Call Return feature, all  
4 they have to do is dial \*69 and a \$1.25 will be charged to their  
5 telephone bill. The scenario of subscribing to a TouchStar® feature on  
6 a monthly or per activation basis is the same for Repeat Dialing and  
7 Call Tracing. Most telephone lines are equipped to allow the use of  
8 TouchStar® features without a customer actually having to subscribe on  
9 a monthly basis, which is why there is the per activation charge.

10

11 Alternatively, if a customer wants to ensure that these features are not  
12 able to be utilized on their telephone line and thus incur no additional  
13 charges, AT&T allows the customer to request a call block, free of  
14 charge, which prevents the activation of a feature. This blocking  
15 capability is described as "Denial of Per Activation" in Exhibit PAT-5. A  
16 customer must request the block be put in place.

17

18 Q. IF A NEW CUSTOMER COMES TO AT&T AND PURCHASES A  
19 SINGLE LINE AND REQUESTS TWO OR MORE OF THESE CALL  
20 BLOCKS ON THEIR TELEPHONE LINE, WOULD THAT CUSTOMER  
21 QUALIFY FOR THE LCCW PROMOTION?

22

23 A. No. Again, call blocks are not features and AT&T would not qualify its  
24 own customers for the LCCW promotion if they requested only these  
25 call blocks. The entire purpose of a sales promotion is to provide



1 customers with an incentive to purchase additional services at an  
2 additional price. The premise of offering promotions from any  
3 business's perspective is simple: encourage customers to purchase  
4 additional products or services that generate more revenue for the  
5 business and the business will give the customer a discount. In this  
6 case, AT&T waives the line connection charge.

7  
8 It makes no sense to *encourage* the ordering of call blocks because the  
9 blocks do not generate any additional revenue. Again, call blocks are  
10 simply a mechanism that AT&T provides to customers *at no charge*,  
11 and which the customer uses to ensure that users of his/her telephone  
12 line do not activate any feature on a per call basis that would incur  
13 additional charges on the bill.

14  
15 Q. WHAT WOULD A CUSTOMER NEED TO PURCHASE IN ORDER TO  
16 QUALIFY FOR THE LCCW PROMOTION?

17  
18 A. First, the customer must be a new customer. Once meeting that  
19 requirement, the customer must purchase either a packaged local  
20 service such as Complete Choice or Preferred Pack or he/she must  
21 purchase a local line **and** two features – a feature that has unlimited  
22 use and a monthly recurring charge. For example, if a customer, who is  
23 initiating service with AT&T also subscribes to Call Return and Repeat  
24 Dialing, he/she would qualify for the LCCW promotion. That is, the new  
25 customer would order and pay for their local service plan plus an

1 additional \$12.90 per month - \$6.95 per month for Call Return and  
2 \$5.95 per month for Repeat Dialing.

3

4 Q. DOES DPI SELL CALL BLOCKS TO ITS OWN CUSTOMERS?

5

6 A. No. dPi neither pays AT&T for call blocks nor charges its end user  
7 customers for call blocks. Since neither dPi nor its end user customers  
8 pay for call blocking, it is not a "purchased" feature. In the North  
9 Carolina proceeding on this same issue, Mr. Bolinger stated that dPi  
10 places these blocks on all dPi end user customers' lines to ensure that  
11 dPi's customers do not incur per activation charges on their accounts.  
12 Mr. Bolinger even stated that it is standard industry practice to put these  
13 call blocks in place in the prepaid industry and that many times the end  
14 user customer is not even aware that the blocks are in place. (North  
15 Carolina Hearing Transcript, p. 83-84.) Thus, dPi customers are not  
16 selecting call blocking themselves nor are they purchasing the blocks  
17 from dPi. Rather, the blocks are a way that dPi limits its customers' use  
18 of their telephone service to serve dPi's own business interests.

19

20 Despite the fact that dPi (and its customers) pays nothing for call  
21 blocks, dPi is seeking to use its placement of these blocks on its  
22 customer's lines to obtain additional credits (that it does not qualify for)  
23 beyond the resale discount for the line. Finally, not only does dPi not  
24 pay anything for the block, when it does receive a promotional credit, it  
25 does not pass the credit on to its customers. (North Carolina Hearing

1 Transcript, p. 64 and 67.) Thus, dPi's request for credit is just an  
2 attempt to receive a windfall by gaming the process.

3

4 **Issue 2(a): Is dPi entitled to any other promotional resale credits from**  
5 **AT&T Florida?**

6 **(b): If so, in what amount?**

7

8 Q. DID MR. BOLINGER OR MR. WATSON ADDRESS WHY THEY  
9 BELIEVED DPI SHOULD HAVE RECEIVED CREDITS RELATING TO  
10 THE SECONDARY SERVICE CHARGE WAIVER ("SSCW")  
11 PROMOTION OR THE TWO FEATURES FOR FREE ("TFFF")  
12 PROMOTION?

13

14 A. No. Unlike Issue 1, neither dPi witness offered any explanation for why  
15 dPi should receive credit for their invalid requests with respect to the  
16 SSCW promotion and the TFFF promotion. As I explained in my direct  
17 testimony, AT&T denied dPi's credit requests because dPi failed to  
18 meet the qualifications of the promotions at issue. With respect to the  
19 SSCW promotion, dPi submitted credit requests on service orders for  
20 new customers when one of the requirements for the SSCW promotion  
21 is that the customer must be an existing customer. With respect to the  
22 TFFF promotion, dPi submitted credit request for customers whose  
23 service no longer qualified for the TFFF either because the credit  
24 request was beyond the term of the promotion or the customer was an  
25 existing customer and the promotion only applies to new customers.

26

1 In addition, before going to hearing in North Carolina, dPi agreed to  
2 drop the SSCW promotion and TFFF promotion issues from the  
3 complaint proceeding in North Carolina because the issues surrounding  
4 those promotional credits were a small portion of dPi's complaint and  
5 dPi had been satisfied with AT&T's responsiveness in relation to those  
6 issues. Whether dPi will drop these issues in this proceeding is yet to  
7 be determined.

8

9 Q. ARE THERE ANY OTHER ISSUES YOU WOULD LIKE TO  
10 ADDRESS?

11

12 A. Yes. Considering that the majority of Mr. Watson's and Mr. Bolinger's  
13 testimony revolved around AT&T's prior review of dPi's promotional  
14 credit request, it is important for AT&T to clarify the record on several  
15 key points raised in their testimony.

16

17 First, Mr. Watson (page 5) and Mr. Bolinger (page 3) suggest that AT&T  
18 credited CLECs in an unfair manner during 2004. Nothing could be  
19 further from the truth. There are several facts that are missing in their  
20 statements that are relevant to their assertions.

21

22 In August and September 2004, Lost Key began submitting thousands  
23 of promotional credit requests for several different CLECs it  
24 represented. These requests covered a six-month to a year backlog of  
25 CLEC service orders. AT&T was in the process of working through the

1 voluminous number of requests when Mr. Watson contacted AT&T and  
2 requested AT&T to prioritize Budget Phone's credit request and  
3 process it as soon as possible. Lost Key's operations had been  
4 severely damaged as a result of Hurricane Ivan in September 2004 and  
5 Mr. Watson, who is compensated on a percentage basis of how much  
6 money he recovers for his clients (see NC Hearing Transcript, p. 50),  
7 needed his commission fee in order to continue his business  
8 operations.

9  
10 So in September 2004, AT&T, assuming that Budget Phone's requests  
11 were valid and qualified promotional credit requests, credited Budget  
12 Phone almost 100% of the credit Budget Phone applied for. Shortly  
13 after issuing the credit, AT&T realized that Budget Phone had received  
14 credit for promotions that it did not qualify for, and that many of the  
15 promotions that had been submitted by Lost Key on behalf of its CLEC  
16 clients during the August and September 2004 timeframe also did not  
17 meet the qualifications of the promotions as submitted. AT&T  
18 immediately suspended granting credits to *all* CLECs and began  
19 reviewing the requests for promotional credits to ensure that the credit  
20 request met the terms of the promotion.

21  
22 AT&T's only misstep during this time period is that it trusted Lost Key  
23 and the CLECs it represented to submit valid promotional credits for  
24 which their end users actually qualified. Unfortunately, CLECs,  
25 including those CLECs represented by Mr. Watson, took advantage of

1 the system and filed requests for which they did not qualify. At this  
2 point, AT&T concluded that it needed to develop a verification system to  
3 ensure that proper requests were granted and improper requests were  
4 denied.

5

6 Q. DID AT&T DEVELOP SUCH A VALIDATION PROCESS?

7

8 A. Yes. During the September 2004 through February 2005 timeframe,  
9 AT&T developed a standard methodology of how to sample the data  
10 the CLECs had submitted in order to process the thousands of credit  
11 requests that had been submitted by Lost Key in August and  
12 September 2004. AT&T implemented the sampling process in March  
13 2005 and began issuing credits to CLECs based upon the results of the  
14 sampling in April 2005. The process AT&T developed was applied  
15 uniformly to all CLECs and any claim or implication of inconsistency is  
16 false. Mr. Watson should be aware of this considering that his clients  
17 were treated in accordance with this methodology.

18

19 Recently, AT&T undertook an additional review to ensure the validity of  
20 the sampling process that was used prior to March 2006, and  
21 specifically to validate AT&T's handling of dPi's 2005 promotional credit  
22 requests. As discussed in my direct testimony, AT&T reviewed all of  
23 dPi's service orders that had not been included as part of the original  
24 sample, combined the results of those "not initially sampled" with the  
25 "initially sampled" requests and concluded that AT&T had actually over-

1 credited dPi.

2

3 Q. HAS AT&T UNDERTAKEN ANY FURTHER REVIEWS?

4

5 A. Yes. In order to ensure that AT&T has processed dPi's credit requests  
6 properly, AT&T has undertaken, and just completed, a review of dPi's  
7 January thru March 2006 credit requests as well as dPi's 2004 LCCW  
8 promotional credit requests.

9

10 Q. PLEASE PROVIDE A SUMMARY OF THE RESULTS FOR THE  
11 JANUARY THROUGH MARCH 2006 DPI PROMOTIONAL CREDIT  
12 REQUESTS.

13

14 A. Based upon the same 100% validation methodology used to analyze  
15 the 2005 credit requests, AT&T reviewed all of dPi's January through  
16 March 2006 service orders that had not been included in the original  
17 sample and combined the results of this review with the results of the  
18 initial sample.

19

20 Similar to the results from the 2005 validation process that I discussed  
21 in my direct testimony, the results for January through March 2006  
22 validated the outcome of AT&T's initial sample. When the data from  
23 AT&T's recent review was combined with the data from AT&T's initial  
24 sample, 67% of dPi's requested credit for January through March 2006  
25 did not meet the qualifications for the applicable promotion. Based on

1 AT&T's initial sample, AT&T only denied 64% of dPi's promotional  
2 credit request.

3

4 Q. WHAT WERE THE RESULTS FOR THE SPECIFIC PROMOTIONS AT  
5 ISSUE FOR THE JANUARY THROUGH MARCH 2006 TIMEFRAME?

6

7 A. With respect to the LCCW promotion, based upon AT&T's initial  
8 sample, AT&T denied 71% of dPi's promotional credit requests, but  
9 after completing the 100% validation, AT&T determined that 74% of  
10 dPi's promotional credit requests failed to meet the qualifications for the  
11 LCCW promotion.

12

13 With respect to the SSCW promotion, AT&T's denial rate for both the  
14 initial sample and the 100% validation was 88%.

15

16 With respect to the TFFF promotion, AT&T's initial sample denial rate  
17 was 8%. After completing the 100% validation review, AT&T  
18 determined that the denial rate should have been 6%. Thus, in this one  
19 instance, AT&T denied dPi \$15.21 for which dPi qualified.

20

21 Q. WHAT ABOUT THE RESULTS FROM THE 2004 VALIDATION  
22 REVIEW?

23

24 A. Using the same methodology, AT&T just completed a 100% validation  
25 review of dPi's 2004 LCCW promotional credit requests. Based upon



1 AT&T's initial sample, AT&T denied 52% of dPi's promotional credit  
2 requests. As a result of the 100% validation, AT&T determined that  
3 71% of dPi's promotional credit requests failed to meet the  
4 qualifications for the LCCW promotion.

5

6 Q. DID AT&T PERFORM THE 100% VALIDATION PROCESS ON THE  
7 2004 SSCW PROMOTIONAL CREDIT REQUESTS OR THE TFFF  
8 PROMOTIONAL CREDIT REQUESTS?

9

10 A. No. AT&T did not perform its 100% validation process on either dPi's  
11 SSCW promotional credit requests or dPi's TFFF promotional credit  
12 requests because AT&T initially granted dPi a 100% credit for these  
13 requests in 2004.

14

15 Q. BASED ON THE VALIDATION RESULTS FROM JANUARY 2004  
16 THROUGH MARCH 2006, ARE THERE ANY CONCLUSIONS TO BE  
17 DRAWN.

18

19 A. Yes. It is clear from the results that dPi was granted more credit  
20 requests than it qualified for. From the multitude of results provided,  
21 only once during the time period under review (January 2004 through  
22 March 2006) did AT&T's sampling process create a result that favored  
23 AT&T over dPi and that result was only a \$15.21 error. In every other  
24 instance, AT&T either granted dPi exactly what it deserved to be  
25 credited or, in some cases, granted credits to dPi for which it did not

1 actually qualify. Thus, while the sampling process may not have been  
2 perfect, the complete review of dPi's credit requests reveals that with  
3 one small exception, every error was in dPi's favor.

4

5 Also, it is important to recognize that the process AT&T just validated is  
6 the not the process that AT&T is currently using. AT&T developed and  
7 has implemented an automated process that reviews 100% of a  
8 CLEC's promotional credit requests

9

10 Q. DO YOU HAVE ANY CONCLUDING REMARKS?

11

12 A. Yes. Mr. Watson and Mr. Bolinger attempt to obscure the issues  
13 and the facts in this case. This case is not about the process AT&T  
14 follows to issue promotional credits to CLECs. The issue is  
15 whether dPi is entitled to credits under certain promotions. The  
16 answer to that question for the majority of dPi's promotional credit  
17 requests, and for all of the requests AT&T denied, is "no". Most of  
18 dPi's promotional credit requests did not meet the criteria of the  
19 promotion in question and therefore, dPi is not entitled to these  
20 credits. AT&T's resale obligation requires that it treat dPi as it  
21 treats its own retail end user customers. AT&T has done that.  
22 When dPi met the requirements of a particular promotion, AT&T  
23 granted dPi the credits it requested. When dPi (and its customers)  
24 did not qualify for a promotional credit, AT&T properly denied dPi's  
25 request.

DM #686472

1

2 Q. DOES THIS CONCLUDE YOUR REBUTTAL TESTIMONY?

3

4 A. Yes.

5

**FPSC Docket 050863-TP**

**Excerpt from FL GSST**

**Exhibit PAT-5**

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

Third Revised Page 42  
Cancels Second Revised Page 42

ISSUED: October 9, 2003  
BY: Joseph P. Lacher, President -FL  
Miami, Florida

EFFECTIVE: October 24, 2003

## **A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

### **A13.18 (DELETED)**

(D)

### **A13.19 TouchStar<sup>®</sup> Service**

#### **A13.19.1 Applications**

- A. TouchStar<sup>®</sup> service is a group of central office call management features offered in addition to basic telephone service. TouchStar<sup>®</sup> service consists of the following features:

#### **A13.19.2 Definitions of Feature Offerings**

- A. Call Return

This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call.

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
FLORIDA

## GENERAL SUBSCRIBER SERVICE TARIFF

Original Page 43

ISSUED: July 1, 1996

EFFECTIVE: July 15, 1996

BY: Joseph P. Lacher, President - FL  
Miami, Florida

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS<sup>1</sup>**

(N)

**A13.19 TouchStar<sup>®</sup> Service (Cont'd)****A13.19.2 Definitions of Feature Offerings (Cont'd)****A. Call Return (Cont'd)**

Where facilities permit, upon activation of the feature, the customer will receive a voice announcement stating that Call Return has been accessed. In addition, the announcement will provide the Directory Number (DN) of the last incoming call. In some locations, the date and time of receipt of the call will also be provided. The Call Return user will then be prompted to enter an additional digit to continue with the feature activation, or to hang up to abort the activation.

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. In some locations, due to technological limitations, Call Return must be purchased with Repeat Dialing.

This feature is not available on operator handled calls. In connection with Call Return, the Company will deliver all numbers, subject to technical limitations, including telephone numbers associated with Non-Published Listing Service.

If the last incoming call originated from a telephone where delivery of the number was suppressed, either via per call or per line blocking, that number will not be available for voicing-back to the Call Return customer.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for voice-back.

If the incoming call is from a RingMaster<sup>®</sup> service customer, the telephone number transmitted and available for voice-back will be the main Directory Number rather than any dependent RingMaster<sup>®</sup> service number.

If the incoming call originates from a multi-line hunt group, the telephone number transmitted and voiced-back will always be the main number of the hunt group, unless the telephone numbers are TN identified within the group.

This feature is available, facilities permitting, to residence and business customers as follows: a) monthly subscription, or b) per activation/occasion. If the customer subscribes to the feature on a monthly basis, unlimited access is provided with no additional charge for each activation. Where facilities permit, the feature may be utilized on a non-subscription basis with a per occasion charge for each activation. Access to the usage option can be restricted at the customer's request at no charge.

**B. Repeat Dialing**

Repeat Dialing, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

**Note 1:** Text is shown as new due to reissue of all Tariff Sections. No changes in rates or regulations were made with this filing.

<sup>®</sup>Registered Service Mark of BellSouth Corporation

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FLORIDA

## GENERAL SUBSCRIBER SERVICE TARIFF

Original Page 44

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BY: Joseph P. Lacher, President - FL  
Miami, Florida

EFFECTIVE: July 15, 1996

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS<sup>1</sup>**

(N)

**A13.19 TouchStar® Service (Cont'd)****A13.19.2 Definitions of Feature Offerings (Cont'd)****B. Repeat Dialing (Cont'd)**

If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. In some locations, due to technological limitations, Repeat Dialing must be purchased with Call Return.

This feature is available, facilities permitting, to residence and business customers as follows: a) monthly subscription, or b) per activation/occasion. If the customer subscribes to the feature on a monthly basis, unlimited access is provided with no additional charge for each activation. Where facilities permit, the feature may be utilized on a non-subscription basis with a per occasion charge for each activation. Access to the usage option can be restricted at the customer's request at no charge.

**C. Call Selector**

Call Selector provides a distinctive ringing pattern to the subscribing customer for up to six specific telephone numbers.

The customer creates a screening list of up to six telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern (short, long, short). Calls from telephone numbers not included on the screening list will produce a normal ring.

If the customer subscribes to Call Waiting in A13.9.1.A.3 of this Tariff and a call is received from a telephone number on the Call Selector screening list while the line is in use, the Call Waiting tone will also be distinctive.

When a telephone number on the Call Selector screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Block list, the call will be blocked.

A customer's line will not produce a distinctive alert if the calling line is not referenced to and originated by the main telephone number or a Telephone Number identified number that represents all the lines in a collection of lines, such as multi-line hunt groups.

**D. Preferred Call Forwarding**

Preferred Call Forwarding allows the customer to transfer selected calls to another telephone number. A screening list of up to six numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

If the customer also subscribes to Call Block and the same telephone number is entered on both screening lists, the Call Block feature must be deactivated to allow the call to forward.

This feature will not work if the calling line is not referenced to and originated by the main telephone number, or a Telephone Number identified number that represents all the lines in a collection of lines such as multi-line hunt groups.

**Note 1:** Text is shown as new due to reissue of all Tariff Sections. No changes in rates or regulations were made with this filing.

BELLSOUTH  
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GENERAL SUBSCRIBER SERVICE TARIFF

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Miami, Florida

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS (T)

### A13.19 TouchStar® Service (Cont'd)

#### A13.19.2 Definitions of Feature Offerings (Cont'd)

##### E. Call Block

This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

If the customer also subscribes to Preferred Call Forwarding and/or Call Selector and the same telephone numbers appear on those screening lists, Call Block will take precedence.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified. ***Additionally, this feature will not block calls from coin or cellular telephones or operator assisted calls.*** (T)

##### F. Call Tracing

Call Tracing enables the customer to initiate an automatic trace of the last call received.

Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office or Annoyance Call Center for further action. The customer is not provided the traced number. At the customer's request, the Company will provide assistance and support. If the customer pursues with law enforcement, the Company will provide the call tracing information to law enforcement.

Only calls from within the same TouchStar® service capable area are traceable using Call Tracing.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified.

If the customer makes or receives another call after hanging up from the annoying call, prior to activating the trace, Call Tracing will not record the correct number.

Call Tracing is available to residence and business customers as follows: (a) monthly subscription, or (b) per activation/occasion. If the customer elects to subscribe to Call Tracing on a monthly basis, unlimited access to the feature is provided with no additional charge for each activation. Where facilities permit, any customer may utilize Call Tracing on a non-subscription basis with a per occasion charge for each successful activation of the feature.

Subject to the availability of facilities, access to usage based Call Tracing can be restricted at the customer's request at no charge.

##### G. Caller ID - Basic (Number Delivery)

This feature enables the customer to view on a display unit the Directory Number (DN) on incoming telephone calls.



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## GENERAL SUBSCRIBER SERVICE TARIFF

Original Page 46

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS<sup>1</sup>**

(N)

**A13.19 TouchStar<sup>®</sup> Service (Cont'd)****A13.19.2 Definitions of Feature Offerings (Cont'd)****G. Caller ID - Basic (Number Delivery) (Cont'd)**

When Caller ID - Basic is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Any customer subscribing to Caller ID - Basic will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

If the incoming call is from a caller served by a PBX, generally only the main number of the PBX is transmitted and available for display. However, in certain circumstances, where facilities permit, the information associated with the actual station originating the call may be transmitted and available for display.

If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group unless, facilities permitting, the line is Telephone Number (TN) identified within the group.

Calling number information via Caller ID - Basic is not available on operator handled calls.

**H. Caller ID - Deluxe (Name and Number Delivery)**

This feature enables the customer to view on a display unit the calling party Directory Name and Directory Number (DN) on incoming telephone calls.

A maximum of 15 characters is allowed for transmission of the calling party Directory Name.

When Caller ID - Deluxe is activated on a customer's line, the calling party Directory Name and Directory Number on incoming calls will displayed on the called CPE during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID - Deluxe customer.

Caller ID - Deluxe also includes Anonymous Call Rejection (ACR) where facilities are available. This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When ACR is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by Anonymous Call Rejection regardless of the current state of the ACR customer's line (e.g., off hook or idle).

Subsequent to establishment of Caller ID - Deluxe, ACR can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

**Note 1:** Text is shown as new due to reissue of all Tariff Sections. No changes in rates or regulations were made with this filing.

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS (T)

### A13.19 TouchStar® Service (Cont'd)

#### A13.19.2 Definitions of Feature Offerings (Cont'd)

##### H. Caller ID - Deluxe (Name and Number Delivery) (Cont'd)

Any customer subscribing to Caller ID - Deluxe will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

##### (DELETED) (D)

If the incoming call is from a caller who subscribes to RingMaster® service, the name and number transmitted will always be the main directory listing information rather than the RingMaster® service listed name and number.

If the incoming call originates from a Multi-Line Hunt Group, the name and number transmitted will always be the main listed directory name and number of the hunt group, unless, facilities permitting, the lines are Telephone Number (TN) identified within the group.

If the incoming call is from a caller served by a PBX, generally only the main listed name and number of the PBX will be transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station originating the call may be transmitted and available for display.

##### I. Calling Number Delivery Blocking - Permanent

This feature enables certain customers as described in A13.19.3.A.11. to prevent the transmission of their Directory Number and/or Directory Name on all outgoing calls placed from the customer's line. Calling Number Delivery Blocking - Permanent is in operation on a continuous basis.

If the preassigned access code for Calling Number Delivery Unblocking - Per Call is dialed on a line that is provisioned with Calling Number Delivery - Permanent, the Directory Number and/or Directory Name will be delivered.

##### J. Calling Number Delivery Blocking - Per Call

This feature allows a customer to temporarily prevent the transmission of that customer's Directory Number and/or Directory Name and thus control their availability to the called party.

The transmission of the Directory Number and/or Directory Name can be temporarily prevented on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the Directory Number and/or Directory Name.

##### K. Call Tracking - Bulk Calling Line Identification (BCLID)

This feature allows Multi-Line Hunt Groups (MLHG) or Private Branch Exchange (PBX) customers to receive call-related information on certain incoming telephone calls.

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## GENERAL SUBSCRIBER SERVICE TARIFF

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BY: Joseph P. Lacher, President -FL  
Miami, Florida

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS<sup>1</sup>**

(N)

**A13.19 TouchStar<sup>®</sup> Service (Cont'd)****A13.19.2 Definitions of Feature Offerings (Cont'd)****K. Call Tracking - Bulk Calling Line Identification (BCLID) (Cont'd)**

Information is transmitted to the Call Tracking customer over a separate channel which is required for feature operation. Calling and called Directory Numbers (DN), time of day the call was received, busy-idle status of the called line, and the calling line type (individual or group) are delivered to the customer. This information should be received by the customer's CPE shortly after reception of the incoming call.

Any customer subscribing to Call Tracking will be responsible for the provision of compatible customer premises equipment (CPE) which will receive, translate, display and/or store the transmitted data. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

If the incoming call is from a caller served by a PBX, generally only the main number of the PBX is transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station originating the call may be transmitted and available for display.

If the incoming call originates from a Multi-Line Hunt Group, the telephone number transmitted and available for display will always be the main number of the hunt group.

If the incoming call is from a customer who subscribes to RingMaster<sup>®</sup> service, the telephone number transmitted will always be the main number rather than the RingMaster<sup>®</sup> service number.

Charges for Call Tracking are applicable on a per subscription and a "per calling number delivered" basis, plus appropriate Service Charges for establishment of the feature on the customer's line.

**L. (Obsoleted, See Section A113.)****M. Anonymous Call Rejection**

This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Rejection is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by Anonymous Call Rejection regardless of the current state of the ACR customer's line (e.g., off hook or idle).

A service order is required to establish or discontinue Anonymous Call Rejection. Subsequent to establishment, the feature can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes.

**Note 1:** Text is shown as new due to reissue of all Tariff Sections. No changes in rates or regulations were made with this filing.

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GENERAL SUBSCRIBER SERVICE TARIFF

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BY: Joseph P. Lacher, President -FL  
Miami, Florida

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### A13. MISCELLANEOUS SERVICE ARRANGEMENTS

#### A13.19 TouchStar® Service (Cont'd)

##### A13.19.2 Definitions of Feature Offerings (Cont'd)

###### N. Enhanced Caller ID (Busy Line and Idle Line Name and Number Delivery)

This feature enables the customer to view on a display unit the calling party Directory Name and Directory Number (DN) on incoming telephone calls both when the subscriber's line is in use and when it is not in use. The date and time of the call is also transmitted to the Enhanced Caller ID customer. A maximum of 15 characters is allowed for transmission of the calling party Directory Name.

When the Enhanced Caller ID customer's line is not 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 called CPE during the first long silent interval of the ringing cycle.

When the Enhanced Caller ID 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 called CPE 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.

If the incoming call is from a caller who subscribes to RingMaster® service, the name and number transmitted will always be the main directory listing information rather than the RingMaster® service listed name and number.

If the incoming call originates from a multi-line hunt group, the name and number transmitted will always be the main listed directory name and number of the hunt group, unless, facilities permitting, the lines are Telephone Number (TN) identified within the group.

If the incoming call is from a caller served by a PBX, generally only the main listed name and number of the PBX will be transmitted and available for display. However, in certain circumstances where facilities permit, the information associated with the actual station originating the call may be transmitted and available for display.

Any customer subscribing to Enhanced Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Enhanced Caller ID also includes Anonymous Call Rejection (ACR) where facilities are available. This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. For Enhanced Caller ID subscribers, ACR can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes. When ACR is activated and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently be terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by the ACR regardless of the current state of the called party's line (e.g., off hook or idle).

(M)

Material appearing on this page previously appeared on page(s) 50 of this section.

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GENERAL SUBSCRIBER SERVICE TARIFF

Fifth Revised Page 50  
Cancels Fourth Revised Page 50

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BY: Joseph P. Lacher, President -FL  
Miami, Florida

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar® Service (Cont'd)

(T)

#### A13.19.2 Definitions of Feature Offerings (Cont'd)

##### O. Enhanced Caller ID (With Call Management)

This feature is only available to business customers where facilities permit. This feature allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. Enhanced Caller ID with Call Management includes the functionality of the Call Waiting feature and the Caller ID feature and provides several additional call disposition options.

The customer must subscribe to the Call Forwarding Don't Answer feature in order to forward a waiting call to another location. All terms and conditions, including rates, for this feature are as described in A13.9 of this Tariff. This feature must be ordered separate from Enhanced Caller ID with Call Management.

Call disposition options provided with Enhanced Caller ID with Call Management include:

- Answer the waiting call, placing the first party on hold
- Answer the waiting call, dropping the first party
- Direct the waiting caller to hold via a recording
- Forward the waiting call to another location (e.g., a voice mailbox or Telephone Answering Service)
- Conference the waiting call with the existing, stable call and, if desired, subsequently drop either leg of the "conferenced" call.

Utilization of the full capabilities of Enhanced Caller ID with Call Management requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer. The Company assumes no liability, and will be held harmless, for any incompatibility between this equipment and the network features described herein

##### P. BusyConnect

BusyConnect is an optional network feature which will be available in central offices where facilities are available on a usage basis. Presubscription will not be required and billing will be incurred on a per use basis.

BusyConnect enables callers to retry a busy line on demand. When a caller receives a busy condition, the service will automatically play an announcement offering the caller the option of having the service complete the call when the called line becomes available. If the caller activates BusyConnect service, the status of the called party's line will be monitored for thirty minutes and the call completed when the line is available.

BusyConnect service is available, facilities permitting, to residence and business customers on a per activation/occasion basis. The service may be utilized on a non-subscription basis with a per occasion charge for each activation, whether the call is completed or not. Access to the usage option can be restricted at the customer's request at no charge. (USOC BRD in A13.19.4).

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

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Miami, Florida

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

### A13.19 TouchStar® Service (Cont'd)

(T)

#### A13.19.3 Regulations and Limitations of Service

A. The following limitations apply:

1. TouchStar® service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar® service equipped offices. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar® service capable offices.
2. TouchStar® service features are available to single and multi-line residence and business customers unless otherwise specified following. TouchStar® services are compatible with either rotary dial or Touch-Tone service, except that BusyConnect® service will not work with rotary dial in most offices. Caller ID - Basic and Caller ID - Deluxe are available for single and multi-line residence and business customers. Enhanced Caller ID and Enhanced Caller ID with Call Management are available only to business customers with non-hunting lines or on the last line of a series completion arrangement. Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Centrex Type Services customers. Caller ID-Basic, Caller ID-Deluxe, and Enhanced Caller ID and Enhanced Caller ID with Call Management are not available for Private Branch Exchange (PBX) customers. Call Tracking (BCLID) is not available for single line arrangements but it is available for PBX and multi-line business customer. Neither Caller ID-Basic, Caller ID-Deluxe, Enhanced Caller ID, Enhanced Caller ID with Call Management nor Call Tracking (BCLID) can be provisioned for customers with the following service arrangements: Basic 911, FX, FCO, DPA or Dual Service. Privacy Director® service is only available to single and multi-line residence customers.
3. TouchStar® service basic features, including Calling Number Delivery Blocking, cannot be provisioned or utilized on Toll Terminals and Trunks except as specifically noted in 14. following.
4. Appropriate service charges apply except during Company designated periods of special promotion. Applicable service charges will be waived for the following situations: Upgrades from Caller ID Basic to Caller ID Deluxe, Enhanced Caller ID or Enhanced Caller ID with Call Management, upgrades from Caller ID Deluxe to Enhanced Caller ID or Enhanced Caller ID with Call Management; and, upgrades from Enhanced Caller ID to Enhanced Caller ID with Call Management. The service charge waiver will apply to situations in which the upgrade is the only service order activity.

(T)

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FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

Seventh Revised Page 51  
Cancels Sixth Revised Page 51

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BY: Marshall M. Criser III, President -FL  
Miami, Florida

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.19 TouchStar Service (Cont'd)**

**A13.19.3 Regulations and Limitations of Service (Cont'd)**

- A. The following limitations apply: (Cont'd)
  - 5. Subscribers to Prestige Communications Service, I and II must have Touch-Tone in order to subscribe to TouchStar service.
  - 6. The Company will deliver all numbers/names, subject to blocking and technical limitations, including telephone numbers/names associated with Non-Published Listing Service as described in Section A6. of this Tariff.
  - 7. Telephone numbers/names transmitted via Caller ID - Basic, Caller ID - Deluxe, Enhanced Caller ID, Enhanced Caller ID with Call Management or Call Tracking are intended solely for the use of the subscriber. Resale of this information is prohibited by this Tariff.
  - 8. Calling Number Delivery Blocking - Permanent is available upon request, at no charge, to the following entities (including lines located at the residences of their employees or volunteers over which the business of the agency is conducted): (a) established shelters of private, non-profit and publicly funded domestic violence intervention agencies; and (b) federal, state, and local law enforcement agency offices.
  - 9. Calling Number Delivery Blocking - Per Call is provided subject to availability of facilities where technically feasible. The Company assumes no liability for and will be held harmless from any incompatibility of the customer's CPE to perform satisfactorily with the network feature described herein.
  - 10. Calling party information is not available on operator handled calls via Caller ID - Basic, Caller ID - Deluxe, Enhanced Caller ID, Enhanced Caller ID with Call Management or Call Tracking.
  - 11. The Company's liability arising out of the provision of any TouchStar service feature, including but not limited to the delivery or non-delivery of calling numbers/names, is limited as set forth in A2.5.1 of this Tariff.
  - 12. TouchStar service can be suspended as specified in A2.3.16 of this Tariff. During the period of suspension, no recurring charge applies.
  - 13. Per activation Call Return, Per Activation Repeat Dialing, Denial of Per Activation Call Return and Denial of Per Activation Repeat Dialing are available to the following types of service where facilities permit: single line residence, multi-line residence, single line business, multi-line business and PBX Trunks.

**A13.19.4 Rates and Charges**

A. Residence

- (1) Call Return

	<b>Monthly</b>	
(a) Per line <sup>1</sup>	<b>Rate</b>	<b>USOC</b>
<b>Note 1:</b> Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.	<b>\$6.95</b>	<b>NSS</b>

BELLSOUTH  
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FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

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Cancels Tenth Revised Page 52

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.19 TouchStar Service (Cont'd)**

**A13.19.4 Rates and Charges (Cont'd)**

**A. Residence (Cont'd)**

(1) Call Return (Cont'd)

	Nonrecurring Charge	Monthly Rate	USOC	
(b) Per activation <sup>1</sup>	\$1.25	\$-	NA	(I)
(c) Denial of Per Activation <sup>1</sup>	-	-	BCR	
(2) Repeat Dialing				
(a) Per line <sup>2</sup>	-	5.95	NSQ	
(b) Per Activation <sup>1</sup>	\$1.25	-	NA	(I)
(c) Denial of Per Activation <sup>1</sup>	-	-	BRD	
(3) Call Selector				
(a) Per line	-	5.95	NSK	
(4) Preferred Call Forwarding				
(a) Per line	-	5.95	NCE	
(5) Call Block				
(a) Per line	-	5.95	NSY	
(6) Call Tracing				
(a) Per line	-	5.95	NST	
(b) Per Successful Trace <sup>1</sup> (non-subscription)	3.50	-	NA	
(c) Denial of Per Activation <sup>1</sup>	-	-	HBG	
(7) Caller ID - Basic				
(a) Per line	-	8.00	NSD	
(8) Caller ID - Deluxe (with ACR)				
(a) Per line	-	9.00	NXMCR	

**Note 1:** These features are available to the following types of service where facilities permit: single line residence, multi-line residence, and PBX trunks.

**Note 2:** Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.



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## GENERAL SUBSCRIBER SERVICE TARIFF

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Miami, Florida

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**A13. MISCELLANEOUS SERVICE ARRANGEMENTS****A13.19 TouchStar Service (Cont'd)****A13.19.4 Rates and Charges (Cont'd)****A. Residence (Cont'd)**

## (9) Caller ID - Deluxe (Without ACR)

	Nonrecurring Charge	Monthly Rate	USOC
(a) Per line for Multi-Line Hunt Group arrangements	S-	\$9.00	NXMMN
(10) Calling Number Delivery Blocking - Permanent <sup>1</sup>			
(a) Per line	-	-	NOB
(11) Calling Number Delivery Blocking - Per Call			
(a) Per activation	-	-	NA
(12) Anonymous Call Rejection <sup>2</sup>			
(a) Per line	-	5.95	HBY (I)
(13) BusyConnect			
(a) Per activation <sup>3,4</sup>	1.25	-	NA

**B. Business**

## (1) Call Return

(a) Per line <sup>5</sup>	-	6.50	NSS
(b) Per activation <sup>3</sup>	1.25	-	NA
(c) Denial of Per Activation <sup>3</sup>	-	-	BCR

## (2) Repeat Dialing

(a) Per line <sup>5</sup>	-	6.50	NSQ
(b) Per activation <sup>3</sup>	1.25	-	NA
(c) Denial of Per Activation <sup>3</sup>	-	-	BRD

**Note 1:** This feature is only offered to certain customers as per A13.19.3.A.

**Note 2:** The nonrecurring charge (Secondary Service Charge) for connection of this feature will be waived for the first 90 days of service availability in each area as conversions occur.

**Note 3:** These features are available to the following types of service where facilities permit: single line business, multi-line business and PBX trunks.

**Note 4:** Denial of per activation of BusyConnect can be obtained using the Repeat Dialing Denial of Per Activation USOC BRD.

**Note 5:** Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

Seventh Revised Page 54  
Cancels Sixth Revised Page 54

ISSUED: January 21, 2005  
BY: Joseph P. Lacher, President -FL  
Miami, Florida

EFFECTIVE: February 5, 2005

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.19 TouchStar Service (Cont'd)**

**A13.19.4 Rates and Charges (Cont'd)**

**B. Business (Cont'd)**

(T)

(3) Call Selector

	Nonrecurring Charge	Monthly Rate	USOC
(a) Per line	\$-	\$6.50	NSK
(4) Preferred Call Forwarding			
(a) Per line	-	6.00	NCE
(5) Call Block			
(a) Per line	-	6.50	NSY
(6) Call Tracing			
(a) Per line	-	6.50	NST
(b) Per Successful Trace (non-subscription) <sup>1</sup>	3.50	-	NA
(c) Denial of Per Activation <sup>1</sup>	-	-	HBG
(7) Caller ID - Basic			
(a) Per line	-	11.00	NSD
(8) Caller ID - Deluxe (with ACR)			
(a) Per line	-	11.00	NXMCR
(9) Caller ID - Deluxe (Without ACR)			
(a) Per line for Multi-Line Hunt Group arrangements	-	11.00	NXMMN
(10) Calling Number Delivery Blocking – Permanent <sup>2</sup>			
(a) Per line	-	-	NOB

**Note 1:** These features are available to the following types of service where facilities permit: single line business, multi-line business and PBX trunks.

**Note 2:** This feature is only offered to certain customers as per A13.19.3.A. preceding.

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

Eighth Revised Page 55  
Cancels Seventh Revised Page 55

ISSUED: July 20, 2006  
BY: Marshall M. Criser III, President -FL  
Miami, Florida

EFFECTIVE: August 4, 2006

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.19 TouchStar Service (Cont'd)**

**A13.19.4 Rates and Charges (Cont'd)**

**B. Business (Cont'd)**

(11) Calling Number Delivery Blocking - Per Call

	Nonrecurring Charge	Monthly Rate	USOC
(a) Per activation	\$-	\$-	NA
(12) Anonymous Call Rejection <sup>1</sup>			
(a) Per line	-	4.00	HBY
(13) Enhanced Caller ID (with ACR)			
(a) Per line	-	17.00	NXECR
(14) Enhanced Caller ID with Call Management (with ACR)			
(a) Per line	-	17.00	NIACR
(15) Enhanced Caller ID with Call Management (with ACR and Call Forwarding Don't Answer) <sup>2</sup>			
(a) Per line	-	17.00	NCACR
(16) BusyConnect			
(a) Per activation <sup>3</sup>	1.25	-	NA

(I)

**C. Per Subscription**

**1. Business PBX or MLHG**

**a. Call Tracking-Bulk Calling Line Identification (BCLID)**

(1) Per Line/Trunk Arrangement<sup>4</sup>

	Nonrecurring Charge	USOC
(a) Per DID arrangement	\$500.00	NXB
(b) Per Non-DID arrangement	500.00	NXK
(2) Per Calling Number-Delivered Monthly Usage Charge		

**Quantity of Calls**

	Charge Per Call	USOC
(a) First 50,000	\$.03	NA
(b) 50,001 - 400,000	.02	NA
(c) Over 400,000	.01	NA

**Note 1:** The nonrecurring charge (Secondary Service Charge) for connection of this feature will be waived for the first 90 days of service availability in each area as conversions occur.

**Note 2:** Call Forwarding Don't Answer (CFDA) must be ordered separate from this offering. Rates and regulations for CFDA are in section A13.9 of this tariff.

**Note 3:** Denial of per activation of BusyConnect can be obtained using the Repeat Dialing Denial of Per Activation USOC BRD.

**Note 4:** The rate includes a data set located in the Central Office. A type 2120/2020 (intra/interexchange) four-wire local channel is required and should be ordered from the Private Line Service Tariff, Section B3.