

FLORIDA PUBLIC SERVICE COMMISSION
FLETCHER BUILDING
101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399-0850

M E M O R A N D U M

June 13, 1991

TO : DIRECTOR OF RECORDS AND REPORTING

FROM : DIVISION OF COMMUNICATIONS (LONG) 
DIVISION OF LEGAL SERVICES (GREEN, KURLIN)

RE : ~~DOCKET NO. 891194-TL~~ - PROPOSED TARIFF FILINGS BY
SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY
CLARIFYING WHEN A NONPUBLISHED NUMBER CAN BE DISCLOSED
AND INTRODUCING CALLER ID TO TOUCHSTAR SERVICE (T-91-
228 FILED 5/15/91)

AGENDA: JUNE 25, 1991 - CONTROVERSIAL - PARTIES MAY PARTICIPATE

CRITICAL DATES: TARIFF SUSPENSION DEADLINE - 7/14/91
COMPANY REQUESTED EFFECTIVE DATE: 7/1/91

CASE BACKGROUND

On May 20, 1991 the Florida Public Service Commission issued Order No. 24546 (Docket No. 891194-TL), outlining the parameters under which Southern Bell Telephone and Telegraph Company (Southern Bell or Company) could offer Caller ID services. This order was a result of many agenda conferences, evidentiary and customer hearings, and a wealth of information and testimony from numerous parties.

The Commission denied Southern Bell's original tariff proposals and directed Southern Bell to refile its Caller ID tariff. The Commission encouraged other companies to do as well. Although the proceeding was limited to only Southern Bell's filing, Order No. 24546 established the framework that all Caller ID tariffs would be compared against.

Southern Bell refiled its tariff proposals for Caller ID service on May 15, 1991. The revised proposal reflects the decisions reached in Order No. 24546.

DOCUMENT NUMBER-DATE

05963 JUN 13 1991

FSC-RECORDS/REPORTING

Docket No. 891194-TL
June 13, 1991

DISCUSSION OF ISSUES

ISSUE 1: Should the proposed tariff filing by Southern Bell Telephone and Telegraph Company redefining when a nonpublished number will be divulged and introducing Caller ID to its TouchStar Service be approved?

RECOMMENDATION: Yes, the proposed tariff filing by Southern Bell Telephone and Telegraph Company redefining when a nonpublished number will be divulged and introducing Caller ID to its TouchStar Service should be approved.

STAFF ANALYSIS: Southern Bell filed proposed revisions to its General Subscriber Services Tariff introducing Caller ID service on September 29, 1989. After several agenda conferences and evidentiary hearings the Commission reached its decision, reflected in Order No. 24546. Southern Bell refiled its tariff proposal on May 15, 1991 (Attachment A).

Southern Bell's proposal closely follows the decisions made in the Caller ID docket. The proposal includes: statements in the nonpublished/unlisted section defining the ways these numbers will and will not be divulged; a prohibition against the resale of numbers obtained through Caller ID services; free per-call blocking to all subscribers; and free per-line blocking to all law enforcement and domestic violence intervention centers.

Southern Bell's proposed rates for Caller ID are \$7.50/month for residential customers and \$10.00/month for business subscribers. These rates will be the same as the ones originally proposed. Although Southern Bell did not have time to perform a cost study for this service after the Caller ID decision, the Company is confident that enough contribution has been built in to the rates to cover the additional expenses of per-call and per-line blocking to still allow the service to be profitable.

For reference, the following table compares the proposed rates for Caller ID services among the four companies with pending tariffs (Southern Bell, Centel, and United have refiled their proposals; GTE has not. GTE has indicated that its rate structure may change when it refiles its proposal):

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PROPOSED CALLER ID RATES*		
	residence	business
Centel	\$5.50	\$7.50
GTE	\$7.00	\$10.00
Southern Bell	\$7.50	\$10.00
United	\$7.00	\$10.00

* all rates are proposed; no rates have been approved at this time

The Company is proposing banded rates for this service to match the rate structure for all other TouchStar features. The proposed range of rates is:

Banded Rate Proposal			
	Residence		
	minimum	maximum	current
per line	\$5.00	\$12.00	\$7.50
	Business		
	minimum	maximum	current
per line	\$7.00	\$20.00	\$10.00

The Company has already noticed its customers of the introduction of Caller ID service (Attachment B). The Company is presently equipping all law enforcement and domestic violence intervention agencies that request per-line blocking with the feature.

Southern Bell does not plan to introduce Caller ID in each exchange on July 1. The Company plans to roll out the service as logistical problems are worked out, exchanges become equipped with the blocking features and all necessary parties have been contacted. For example, the Orlando area will not be introduced

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until United Telephone's similar service becomes available (present plans are for September 1, 1991).

Staff believes this tariff filing is appropriate. The tariff closely follows the decisions made in the Caller ID docket and this service could be very valuable to many subscribers. For these reasons staff recommends that this tariff filing be approved as filed.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: Yes, if Issue 1 is approved this tariff should become effective on 7/1/91. If a timely protest is filed this tariff should remain in effect with any increase held subject to refund pending resolution of the protest. If no timely protest is filed, this docket should be closed.

STAFF ANALYSIS: At the conclusion of the protest period, if no protest is filed this docket should be closed.

OFFICE COPY



Southern Bell

Distributed 5/16/91

A. M. Lombardo
Assistant Vice President-Regulatory Relations

Suite 400
150 S. Monroe Street
Tallahassee, FL 32301
904 224-7798

May 15, 1991

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Mr. Walter D'Haeseleer
Director, Division of Communications
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32301

Dear Mr. D'Haeseleer:

Pursuant to Florida Statute 364.05, we are filing herewith revisions to our General Subscriber Service Tariff. Following are the affected pages:

General Subscriber Service Tariff

- Section A1 - Fifth Revised Page 12
- Section A6 - Contents - Fourth Revised Page 1
- Fifth Revised Page 2
- Original Page 2.0.1
- Second Revised Page 2.1
- Section A13 - Third Revised Page 35
- Fifth Revised Page 36
- Original Page 36.1
- Fourth Revised Page 37
- Fourth Revised Page 38
- First Revised Page 47.1
- Original Page 47.1.1

The purpose of this filing is to introduce Caller ID, subject to the availability of Calling Number Delivery Blocking - Per call and Permanent, as the seventh call management feature of the TouchStar[®] service family. Caller ID is an optional network based feature offered in addition to basic telephone service. Calling Number Delivery Blocking - Per call will be provided universally for customer use without presubscription and at no charge. Calling Number Delivery Blocking - Permanent will be available to specified agencies as detailed by the Commission order.

In addition, text revisions are being made to clarify the terms and conditions under which TouchStar[®] service overall is provisioned on multi-line hunt groups.

Also, a revision is being made in the White Page Directory Listing Service to clarify that a non-published number may be disclosed if the called party has the necessary equipment for receiving and disclosing incoming telephone numbers.

Finally, a revision is included to add Caller ID to the list of eligible features in the Multi-Feature Discount Plan.

The following attachments provide additional supporting and explanatory information for the proposed tariff revisions. These attachments constitute a comprehensive package which fulfills the basic requirements for supporting data specified in Rule 25-9.05.

Attachment A - Executive Summary
Attachment B - Service Description
Attachment C - Customer Effects
Attachment D - Revenue Effects

Acknowledgment, date of receipt, and authority number of this filing are requested. A duplicate letter of transmittal is attached for this purpose.

Your consideration and approval will be appreciated.

Yours very truly,



Assistant Vice President -
Regulatory Matters

Attachments

*Registered Service Mark of BellSouth Corporation

Florida

TouchStar[®] Service
- Filing Support Contents -

<u>ATTACHMENT</u>	<u>DESCRIPTION</u>
A	Executive Summary
B	Service Description
C	Customer Effects
D	Revenue Impact
E	Proposed Tariffs & Legislative Format

[®]Registered Service Mark of BellSouth Corporation

Executive Summary

Introduction

The purpose of these revisions is to introduce a seventh call management feature, Caller ID, to the TouchStar[®] service family. Caller ID is a network based optional feature which will be offered in addition to basic telephone service. It will provide increased control, privacy and security for telephone users.

This feature will be provided subject to the availability of Per Call and Permanent Calling Number Delivery Blocking. It will be offered to single line residence and business customers who have Touch-Tone or rotary dial service.

In addition, text revisions are being made to clarify the terms and conditions under which TouchStar service is provisioned on multi-line hunt groups.

Description of Present Tariff

No such offering exists in the current tariff. However, this feature was trialed via an experimental tariff between July 18, 1984 and May 1, 1988 in Orlando, Florida.

Description of Proposed Tariff

Caller ID is the seventh call management feature of the TouchStar[®] service family to be introduced.

The rate structure for this feature, as with the other TouchStar[®] features, includes rate banding. This consists of the minimum, maximum and current rate for the feature. Following a thirty (30) day notice to the Commission and existing subscribers, and with the approval of the Commission, the Company may increase or decrease rates within the minimum and maximum ranges specified.

Subject to the availability of facilities, two types of blocking will also be offered in association with the introduction of Caller ID. First, Calling Number Delivery Blocking - Per Call will allow most customers to prevent the delivery of their number on an individual call basis by dialing a feature access code in advance of placing the call. This feature will be available without presubscription, at no charge.

Executive Summary (Cont.)

Second, Calling Number Delivery Blocking - Permanent will be provided to certain groups for their business lines subject to the availability of facilities. It will be provided upon request, to the following customer groups: (a) established shelters of private, non-profit, and publicly funded domestic violence intervention agencies; and (b) federal, state, and local law enforcement agency offices.

A regulation is also being added to emphasize that telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber and any resale of this information is prohibited by the Tariff.

The current rates shown in this tariff are supported by primary market research within the BellSouth region.

The text change is a result of recent network modifications. The TouchStar[®] service features, excluding Caller ID, can now be offered and provisioned separately on lines within a multi-line hunt group, therefore, the previously imposed limitation has been removed.

Revisions are also being made to the directory listing tariff in order to clarify the handling of non-published listings in association with Caller ID and other such services that may be introduced in the future. A non-published listing provides only that the telephone number will not be listed in the directory or with directory assistance. The intent of the non-published listing service has not changed. However, it was determined that a tariff revision was necessary to clarify that a telephone number may be disclosed if the called party subscribes to a service that can receive and/or disclose incoming telephone numbers.

A revision is also included to add Caller ID to the list of eligible features in the Multi-Feature Discount Plan in section A13.33.

Finally, as information, upon approval of this tariff Caller ID will be included as an eligible feature in all upcoming TouchStar[®] Service waiver and/or promotional campaigns.

[®]Registered Service Mark of BellSouth Corporation

Executive Summary (Cont.)

Technical Information

Caller ID, like the other TouchStar[®] service features, depends on the implementation of Common Channel Signaling System 7 (CCS7) into the network for interoffice applications. The CCS7 network is required to forward the calling number to the terminating central office. CCS7 is not required for Caller ID usage on an intraoffice basis.

Caller ID will deliver the calling number only on calls that originate and terminate within TouchStar[®] service equipped offices.

In connection with Caller ID, the Company will deliver all numbers, subject to blocking and technical limitations, including telephone numbers associated with Non-Published Listing Service.

Any customer subscribing to 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 Caller ID will be the responsibility of the customer.

Calling Number Delivery Blocking - Permanent is a feature that prevents the transmission of that customer's number on all outgoing calls placed from the customer's line. It is operational on a continuous basis. If the preassigned access code for Calling Number Delivery Blocking - Per Call is dialed on a line that is provisioned with Calling Number Delivery Blocking - Permanent, the dialing number may be delivered.

Calling Number Delivery Blocking - Per Call is activated prior to the placement of each call on which the number is not to be forwarded. The transmission of the dialing number can be temporarily prevented on an as needed basis.

As with the other TouchStar[®] features in effect, Caller ID and Calling Number Delivery Blocking - Per Call cannot be provisioned on Company provided Public and Semi-Public Telephone Service, Toll Terminals and Trunks.

The Company's limits of liability with regard to calling number delivery are specified in section A2.5.1 of the Florida General Subscriber Service Tariff.

Executive Summary (Cont.)

Market Information

Trial experience in Orlando as well as market research within the BellSouth region suggests significant demand for Caller ID. The majority of Caller ID subscribers are expected to be from the residence segment.

The profile of Caller ID customers is anticipated to be very similar to that of basic TouchStar[®] Service customers. This includes, but is not limited to, customers who desire privacy and control of their telephone service, make and receive a high volume of telephone calls, or tend to have an above average number of household members. In addition, survey results indicate that Non-Published Listing Service customers are very likely to subscribe to Caller ID as a means of increasing their privacy.

Conclusion

TouchStar[®] service Caller ID is anticipated to be very attractive to single party customers seeking increased control of their telephone service, particularly incoming calls. Approval of this tariff will allow the Company to address that need and at the same time generate additional revenues from this new feature offering.

At this time, Southern Bell does not know what impact the availability of Per Call Blocking will have on the demand for Caller ID.

Service Description

TouchStar[®] service Caller ID is the seventh call management feature to be offered in this family of features. It offers customers increased security, privacy, control and convenience for their telephone service.

Caller ID enables the customer to view, on a display unit, the Directory Number (DN) on certain incoming telephone calls. When Caller ID is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the customer's CPE (Customer Provided Equipment) during the first long silent interval of the ringing cycle.

Any customer subscribing to 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 Caller ID 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 Caller ID.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is 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 the line is Telephone Number (TN) identified.

In connection with Caller ID, the Company will deliver all numbers, subject to blocking and technical limitations, including telephone numbers associated with Non-Published Listing Service. The Directory Number is not delivered on operator handled calls.

Caller ID will only operate on calls originating and terminating within TouchStar[®] service equipped offices.

Calling Number Delivery Blocking - Permanent prevents the transmission of the Directory Number on all outgoing calls placed from the customer's line and is operational on a continuous basis. The feature is established/removed via service order.

Service Description (Cont.)

Calling Number Delivery Blocking - Per Call enables the customer, on outgoing calls, to prevent the transmission of his Directory Number to subscribers of the TouchStar[®] Service feature, Caller ID and other similar services offered via CCS7.

As with the other TouchStar[®] features in effect, Caller ID and Calling Number Delivery Blocking cannot be provisioned on Company provided Public and Semi-Public Telephone Service, Toll Terminals and Trunks.

The Company's limits of liability with regard to calling number delivery blocking are as specified in section A2.5.1 of the Florida General Subscriber Service Tariff.

Customer Effects

TouchStar[®] service Caller ID provides the customer with many unique call management benefits:

- Enhances privacy - by allowing customers to decide whether, or how, they will answer their telephone.
- Increases control - by reducing unwanted telephone calls.
- Improves security - by allowing the customer to know in advance of answering who is calling.
- Increase convenience - by enabling the customer to avoid missing incoming calls while occupied with other activities or simply not at home. Depending on the type of CPE unit purchased, the customers could store the numbers of all incoming callers and return any they choose to at a later time.
- Reduces annoying or harassing calls - by allowing the customer to identify the caller in advance of answering.
- Improves security - by allowing emergency personnel to provide assistance in certain situations more quickly.
- Improves customer service potential of small businesses - by allowing them to personalize business services, thereby giving prompt efficient service.

While Caller ID will provide numerous benefits to the majority of customers by allowing them to identify callers in advance of answering, Law Enforcement and Domestic Violence Intervention Agencies have expressed legitimate concerns.

Recognizing these concerns, Southern Bell is offering Calling Number Delivery Blocking - Per Call to all customers where facilities are available and Calling Number Delivery Blocking - Permanent to established shelters of domestic violence intervention agencies and law enforcement agency offices.

Cost and Revenue Impact

Southern Bell provided cost and revenue information in association with its original Caller ID filing on September 29, 1989. That analysis did not include the cost of provisioning Per Call Blocking nor did it account for any Caller ID demand repression due to the availability of this feature.

Southern Bell will be filing semiannual reports for a period of 24 months with the Commission. If there is a recognizable impact on cost and/or demand due to the implementation of Per Call Blocking, Southern Bell will address these impacts as deemed appropriate.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar® Service (Cont'd)

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

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.

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.

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. (C)

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. (C)

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. (C)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar® Service (Cont'd)

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

E. Call Block (Cont'd)

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.

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 for further action. The customer is not provided the traced number.

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.

G. Caller ID

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

When Caller ID 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. (N)

Any customer subscribing to 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. (N)

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display. (N)

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 the line is Telephone Number (TN) identified. (N)

Caller ID is not available on operator handled calls. (N)

H. 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 on all outgoing calls placed from the customer's line. Calling Number Delivery Blocking - Permanent is in operation on a continuous basis. (N)

If the preassigned access code for Calling Number Delivery Blocking - Per Call is dialed on a line that is provisioned with Calling Number Delivery - Permanent, the Directory Number may be delivered. (N)

ISSUED: May 15, 1991
BY: Joseph P. Lacher, President-FL
Miami, Florida

EFFECTIVE: July 1, 1991

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar® Service (Cont'd)

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

I. Calling Number Delivery Blocking - Per Call

This feature allows a customer to temporarily prevent the transmission of that customer's directory number (DN) and thus control its availability to the called party. (N)

The transmission of the Directory Number 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. (N)

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. (C)(M)
2. The service is available to all single party customers who have rotary or Touch-Tone service. The Caller ID feature is available to single exchange line residences and business customers. Caller ID is not available for lines equipped with Rotary (Grouping) arrangements. (C)(M)
3. TouchStar® service, including Caller ID and Calling Number Delivery Blocking - Per Call, cannot be provisioned on Company provided Public and Semi-Public Telephone Service, Toll Terminals and Trunks. (C)(M)
4. Appropriate service order charges apply except during Company designated periods of special promotion. (M)
5. This Tariff sets forth minimum and maximum rates for TouchStar® service as described in A13.19.4. The applicable rates are those specified in the current price list on file with the Public Service Commission and available at all customer center locations. (M)
6. The Company may increase or decrease rates within the specified ranges in this Tariff following thirty days notice to the commission and existing customers. (M)
7. Subscribers to Prestige® Communications Service, I and II must have Touch-Tone in order to subscribe to TouchStar® service. (C)(M)
8. Refer to A13.33 of this Tariff for discounts applicable to the subscription rate of selected multiple features. (M)
9. The Company will deliver all numbers, subject to blocking and technical limitations, including telephone numbers associated with Non-Published Listing Service as described in Section A6. of this Tariff. (N)
10. Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. (N)
11. Calling Number Delivery Blocking - Permanent is available upon request, at no charge, to the following entities: (a) established shelters of private, non-profit and publicly funded domestic violence intervention agencies; and (b) federal, state, and local law enforcement agency offices. (N)
12. 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. (N)
13. 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, is limited as set forth in A13.1 of this tariff. (N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar® Service (Cont'd)

A13.19.4 Rates and Charges

A. Residence - Single or First Service Features

	MONTHLY RATE			USOC	
	Minimum	Maximum	Current		
(1) Call Return ¹				NSS	(C)
(a) Per line	\$2.50	\$6.00	\$4.00		
(2) Repeat Dialing ¹				NSQ	(C)
(a) Per line	2.50	6.00	4.00		
(3) Call Selector				NSK	(C)
(a) Per line	2.50	6.00	4.00		
(4) Preferred Call Forwarding				NCE	(C)
(a) Per line	2.50	6.00	4.00		
(5) Call Block				NSY	(C)
(a) Per line	2.50	6.00	4.00		
(6) Call Tracing				NST	(C)
(a) Per line	2.50	6.00	4.00		
(7) Caller ID				NSD	(N)
(a) Per Line	5.00	12.00	3.50		(N)
(8) Calling Number Delivery Blocking - Per Call				BLANK	(N)
(a) Per activation	-	-	-		(N)

B. Business - Single or First Service Features

(1) Call Return ¹				NSS	(C)
(a) Per line	3.50	6.00	4.50		
(2) Repeat Dialing ¹				NSQ	(C)
(a) Per line	3.50	6.00	4.50		

Note 1: Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately. (C)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar® Service (Cont'd)

A13.19.4 Rates and Charges (Cont'd)

B. Business - Single or First Service Features (Cont'd)

(3) Call Selector

(a) Per line

(4) Preferred Call Forwarding

(a) Per line

(5) Call Block

(a) Per line

(6) Call Tracing

(a) Per line

(7) Caller ID

(a) Per Line

(8) Calling Number Delivery Blocking - Permanent^{1,2}

(a) Per line

(9) Calling Number Delivery Blocking - Per Call

(a) Per activation

MONTHLY RATE
Minimum Maximum Current USOC

\$3.50 \$6.00 \$4.50 NSK

3.50 6.00 4.50 NCC

3.50 6.00 4.50 NSY

3.50 6.00 5.00 NST

7.00 20.00 10.00 NSD

- - - NOB

- - - BLANK

Note 1: Calling Number Delivery Blocking should not be included in the determination of applicable Multi-Feature Discount Plan (MFDP) discounts as specified in A13.33 of this Tariff.

Note 2: This feature is only offered to certain customers as per A13.19.2.H. preceding.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.33 Multi-Feature Discount Plan

A13.33.1 Description

- A. The Multi-Feature Discount Plan is a packaging option which offers residence and business customers reduced monthly rates on selected optional network vertical services when a minimum purchase requirement of two features is met. The Multi-Feature Discount Plan will be offered on a market trial basis. This Tariff will remain in effect until February 25, 1992 unless sooner modified, extended or removed by the Company. Features included in the Multi-Feature Discount Plan are as follows:

Custom Calling Services

Call Waiting	(T)
Call Forwarding Variable	(T)
Three-Way Calling	(T)
Speed Calling (8 code)	(T)
Speed Calling (30 code)	(T)
Call Forwarding Busy Line ¹	(T)
Call Forwarding Don't Answer ¹	
Customer Control of Call Forwarding Busy Line ¹	
Customer Control of Call Forwarding Don't Answer ¹	
Remote Access - Call Forwarding Variable	

Prestige® Communications Service

User Transfer/Conferencing ²	
User Transfer/Conferencing/Call Pickup ²	
User Transfer/Conferencing/Call Pickup/Call Hold ²	
User Transfer/Conferencing/Call Hold ²	
Speed Calling 6	
Speed Calling 30	
Call Waiting	
Call Forwarding Variable	
Call Forwarding Don't Answer ¹	
Call Forwarding Busy Line ¹	

RingMaster® Service

RingMaster® I	
RingMaster® II	(M)

Note 1: Included in discount plan for business customers only.

Note 2: Basic Feature Group considered as single feature for determination of applicable discount.

ISSUED: May 15, 1991
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Miami, Florida

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.33 Multi-Feature Discount Plan(Cont'd)

A13.33.1 Description (Cont'd)

A. (Cont'd)

TouchStar® Service	(M)
Call Return	(M)
Repeat Dialing	(M)
Call Tracing	(M)
Call Block	(M)
Preferred Call Forwarding	(M)
Call Selector	(M)
Caller ID	(N)

Material appearing on this page previously appeared on page(s) 47.1 of this section
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A1. DEFINITION OF TERMS

NETWORK INTERFACE

- a. The Network Interface is a standard Registration Program Jack or equivalent provided by the Company as a part of exchange access, WATS, or Private Line Services.
- b. The Network Interface will be located inside the subscriber premises.
- c. All premises services will connect to the telecommunications network through the Network Interface.

Denotes a portable plug-ended device, without active elements, consisting of a multiwinding transformer and manual line switches designed to bridge two or more, but not to exceed five, of the lines appearing on four-button and six-button key telephone stations equipped with both hold and illumination features.

NON-LISTED (SEMIPRIVATE) TELEPHONE LISTING

A non-listed listing is not in the alphabetical section of the Company's directory, but is maintained on directory assistance records and will be furnished upon request of a calling party. (C)

NON-PUBLISHED (PRIVATE) TELEPHONE LISTING

A non-published listing is not listed in either the alphabetical section of the Company's directory or directory assistance records and will not be furnished upon request of a calling party. (C)

OUTGOING ONLY SERVICE

Outgoing Only Service provides outgoing only access to the network for residence and business customers desiring to have a line that cannot receive calls.

PATRON

The term "Patron" as used in connection with composite data service, denotes a subscriber to the data switching services of a Composite Data Service Vendor.

PERSON-TO-PERSON CALL

See "Long Distance Message Telecommunications Service".

PREMISES (SAME)

The term "Same Premises" shall be interpreted to mean: (a) the building or buildings, together with the surrounding land occupied or used in the conduct of one establishment or business, or as a residence, and not intersected by a public thoroughfare or by property occupied by others; or (b) the portion of the building occupied by the subscriber, either in the conduct of his business or as a residence, and not intersected by a public corridor or by space occupied by others; or (c) the building or portion of a building occupied by the subscriber in the conduct of his business and as a residence provided both the business and the residence bear the same street address, or (d) the continuous property operated as a single farm whether or not intersected by a public thoroughfare.

PRIMARY INSTRUMENT

Primary Instrument includes both wall mounted and desk set types of rotary dial and Touch-Tone telephone instruments or such other instrument approved under tariff by the Commission.

Note 1: When any Network Interface other than a miniature-modular type is used in the provision of a Network Interface, the current charge for such Network Interface will apply.

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A6. DIRECTORY LISTINGS

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A6. DIRECTORY LISTINGS

A6.2 Business Listing (Cont'd)

A6.2.2 Business Designation (Cont'd)

B. Personal Name (Cont'd)

2. A designation that conveys the same meaning as a title, educational degree or suffix is not permitted.

Example:

Smith Joe DDS dntst

A6.2.3 Trade Name

A trade name, the name of a commodity or service, will be included as part of the listing when the subscriber shows satisfactory evidence of authorization to do business under the requested name. In the case of listings for time/temperature/weather announcement services, a generic listing will be accepted.

Examples which require proof of authorization are:

Smith Avon Distributor 123 Main	555-1234
Jones Buick 2914 E 23rd	329-5864
Any Flower Shop 710 Heather Mall	669-2121

A6.3 Residence Listing

A6.3.1 General

Generally, a residence listing consists of a surname, given name or dual name, and/or initials, the address, and the telephone number. When a single name listing is requested by the subscriber, the Company may require satisfactory evidence as to the validity of the requested name. The main listing is ordinarily the name of the individual who subscribes for the service, but the listing may be in the name of a second party residing at the address where service is provided if so designated by the subscriber.

A6.3.2 Reserved for Future Use

(T)

A6.3.3 Reserved for Future Use

(T)

A6.4 Non-Published (Private) Listing

A6.4.1 General

- A. A non-published listing is not listed in either the alphabetical section of the Company's directory or directory assistance records and will not be furnished upon request of a calling party. *However, when a call is placed from a telephone number associated with a non-published listing, the number may be disclosed if the called party has the necessary equipment for receiving and/or disclosing incoming telephone numbers.*
- B. An incoming call to a subscriber with a non-published listing will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a non-published telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

(C)

(M)

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Miami, Florida

A6. DIRECTORY LISTINGS

A6.4 Non-Published (Private) Listing (Cont'd)

A6.4.1 General (Cont'd)

- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published telephone number in the directory or disclosing said number to any person shall attach to the Company. Where a non-published listing is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published listing or the disclosing of said listing information to any person. (M)
- D. Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited as described in Section A13. of this Tariff. (N)

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A6. DIRECTORY LISTINGS

A6.4 Non-Published (Private) Listing (Cont'd)

- E. The telephone number, name and address of the calling party may be displayed at a Public Safety Answering Point (PSAP) located on the premises of a customer subscribing to 911 Service, on a call-by-call basis only, for the purpose of responding to emergency calls from non-published numbers. The subscriber forfeits his right to privacy upon making a call to 911.
- F. For accounting purposes, the telephone number, name, and address of a subscriber with a non-published listing will be provided to the Long Distance Carrier(s) which furnishes the subscriber long distance message telecommunications service.
- G. The telephone number of the customer will, by necessity, be associated with data passed to CATV companies who subscribe to Pay Per View Service for the exclusive purpose of validating telephone order transactions of their clients.

A6.4.2 Rate Application

A. Non-published listing

1. Where charge applies

(a) each

Monthly Rate	USOC
\$1.75	NPU

2. Where charge does not apply

(a) each

NP:

- Service used primarily by a certified hearing/speech impaired person
- Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address.
- Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange
- Service to a subscriber living in a hotel, hospital, retirement complex, apartment, boarding house or club if the subscriber is listed under the telephone number of the PBX, Centrex, ESSX[®] service, ESSX-1 or Semipublic Telephone Service furnished to such establishments.
- Temporary service

A6.4.3 Reserved for Future Use

(T)

A6.5 Non-Listed (Semiprivate) Listing

A6.5.1 General

- A. A non-listed listing is not listed in the alphabetical section of the Company's directory, but is maintained on directory assistance records and will be furnished upon the request of a calling party.
- B. The acceptance by the Company of the subscriber's request to furnish a non-listed listing does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-listed telephone number in the directory shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-listed listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed listing.
- D. Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited as described in Section A13. of this Tariff.

(N)



Southern Bell

May 24, 1991

CALLER ID NOTICE

Effective July 1, 1991, Southern Bell will begin providing Caller ID in areas where the technology is available. In these areas, when a call is received, the calling party's number may be displayed to the called party, if the called party subscribes to Caller ID service and has the necessary equipment.

With Touchtone service, the calling party may block the transmission of the calling party's number by dialing: *67 prior to dialing the called party's number. With rotary service, the calling party may block the transmission of the calling party's number by dialing: 1167 prior to dialing the called party's number. There will be no charge for blocking the transmission of the number. Blocking may not operate from coin telephones and trunk-type services, e.g. motels, hotels and private branch exchanges (PBXs).

Calling Number Delivery Blocking - Permanent (per-line blocking) is available, at no charge, to law enforcement agencies' office lines as well as domestic violence intervention agencies' access lines at established shelters. This feature prevents the transmission of the directory number on all out-going calls placed from the line on which blocking is assigned. The per-line blocking service will be in operation on a continuous basis. However, if the per-call access code (*67 or 1167) is dialed on a line that has per-line blocking service, the directory number may be displayed to the called party, if the called party subscribes to Caller ID service and has the necessary equipment.

To apply for per-line blocking, please submit your request on your agency's letterhead to:

Southern Bell - Caller ID Division
Rm 604 - 666 NW 79th Avenue
Miami, Fl. 33126

Your request should include the name of the agency, the name the account is billed under, the name of the person responsible for the account and the telephone numbers to be blocked. You will be contacted by Southern Bell to confirm your request.

For more information about per-line blocking or to discuss Caller ID, please call: 780-2275