

## RESALE COMMON CARRIER SERVICE

SECTION C - SERVICE DESCRIPTION1. Types of Service:

The Carrier furnishes long distance calling services as follows:

a) Basic Direct Dialing Service (Interim Dial-1 Service)

1. Interim Dial-1 Service is offered to residential and business customers. There is no monthly subscription fee. One authorization code is furnished with this basic service. Additional authorization codes are provided at rates shown in Section D, Rates and Charges. Volume billing discounts are applicable to the customer's total monthly billing as specified in Section D, Rates and Charges.

2. Each Interim Dial-1 Service customer is billed individually for each call placed through the carrier since the previous month's billing. Each call is measured and billed per minute or fraction thereof as described in Section A, Definition of Terms, Chargeable Time, preceding. (Fractional minutes are rounded up to the next minute). Minimum length of call is one minute. See Section D, Rates and Charges, for the applicable rate schedule.

3. Interim Dial-1 Service, excluding authorization codes, also applies to presubscribed customers who select the Company as their long distance carrier through a Local Exchange Carrier. Customers acquiring Interim Dial 1 Service may receive that service for a period of up to forty-five (45) days from the date of first service availability.

b) Travel Calling Service<sup>1</sup>

Travel Calling Services are available on an optional basis to all customers. Travel services are provided in conjunction with Interim Dial-1 Service.

<sup>1</sup> This service is available only to customers who enrolled prior to January 1, 1995.

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## RESALE COMMON CARRIER SERVICE

SECTION C - SERVICE DESCRIPTION1. Types of Service (Continued)1. \*USA Card Travel Services<sup>1</sup>

\*USA Card Service provides access to the Carrier's network for call completion and certain special services through a 1-800 number provided by the carrier from all points in the continental United States. The USA\*Card Service is offered under two product types identified as Prestige\*USA Card and \*USA Card which are defined by the number of enhanced services available with each service type and the annual fee associated with each card.

The Prestige\*USA Card service is accessed by an inbound 800 service number provided by the Carrier. Access to the \*USA Card Service is also provided through an 1-800 number. The access numbers for the two services differ as defined by the Carrier and cannot be used interchangeably.

In accessing both services the subscriber will receive a prompt chime from the Carrier's switching equipment upon accessing the \*USA Card systems through the respective 800 numbers. The subscriber then must input the fourteen digit personal identification number (PIN) assigned by the carrier. When the subscriber's PIN has been verified as valid, the carrier's switch will return a prompt tone. The subscriber then has access to long distance services, including operator services and international calling. Access to the enhanced services offered through the Prestige\*USA Card Service or the \*USA Card Service is also available upon receipt of the prompt tone. If the subscriber fails to enter a PIN after the chime prompt has been generated or if the PIN entered is not recognized as valid, the Carrier's operator will intercept the call. The operator will assist in validating the subscriber's PIN or to complete the user's call as an operator treated call (e.g. collect or person-to-person) in the event the PIN is determined to be invalid. When the subscriber receives the valid code prompt tone calls may be placed by inputting 1+NPA+NXX+XXXX, NPA+NXX+XXXX, O+NPA+NXX+XXXX or 0- thereby accessing either direct dialed or operator treated calling. Access to enhanced services is provided through use of the "\*" key. The subscriber may "reoriginate" through the use of the "#" key. Reorigination allows the user to place additional calls upon the completion of a call or upon exiting the Carrier's enhanced services.

<sup>1</sup> This service is available only to customers who enrolled prior to January 1, 1995.

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## RESALE COMMON CARRIER SERVICE

SECTION C - SERVICE DESCRIPTION1. Types of Service (continued):c) Enhanced Services

1. Project Accounting - Project accounting is an optional arrangement which provides the customer with the capability to allocate his long distance billing to separate departments or cost centers. This arrangement is provided as Project Accounting Code (PAC) service.
  - a) PAC - PAC service provides multi-digit project accounting codes (2, 3 or 4 digit) which may be associated with the Carrier's basic service or authorization codes. A maximum of 9,999 codes may be utilized.
  - b) VPAC - VPAC is an enhanced project accounting code arrangement which provides improved security through validation of each account code to a customer specified code index before the long distance call is processed. Invalid codes will be blocked.
    - i. Standard VPAC - codes are assigned by the Carrier.
    - ii. Customized VPAC - the codes are selected by the customer. Customized VPAC is only available to accounts which bill \$2000 or more in usage per month.

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## RESALE COMMON CARRIER SERVICE

SECTION C - SERVICE DESCRIPTION1. Types of Service (continued):c) Enhanced Services (continued)

2. Speed Number Service - An abbreviated dialing arrangement which provides the customer with the ability to call preselected locations by dialing a multi-digit code. A maximum of sixteen speed numbers is provided for each basic service number or authorization code to which Speed Number Service applies.
3. Management Report Service - provides the customer with various levels of billing detail related to his long distance service. Level 1 provides departmental billing and includes call detail and a departmental report. Level 2 provides called number analysis and includes detail by Area Code and summary by city called. Level 3 provides customized billing and is provided on a special quote basis. Special quotes will be filed in Section E, Special Services.

d) Special Promotional Offerings:

From time to time, Teleconnect may provide certain special promotional offerings to its customers. These offerings may be limited to certain dates, times, and locations. The specific rates, terms, and conditions applicable to each promotional offering will be described in Section E-4.

e) Casual Caller Service

Casual Caller Service is an outbound service that allows Casual Callers to originate interstate calls via local exchange carrier access facilities.

Directory Assistance is available.

The rates and surcharges in Section D.3 will apply.

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## RESALE COMMON CARRIER SERVICE

SECTION C - SERVICE DESCRIPTION1. Types of Service (Continued):f) 1010321 Calling

1010321 Calling is an outbound service that allows customers to originate interstate calls via local exchange carrier access facilities.

Directory Assistance is available. Operator Service is not available.

The rates and surcharges in Section D.16 will apply.

g) 1010220 Calling

1010220 Calling is an outbound service that allows customers to originate interstate calls via local exchange carrier access facilities.

Directory Assistance is available. Operator Service is not available.

The rates and surcharges in Section D.17 will apply.

h) 1010987 Calling

1010987 Calling is an outbound service that allows customers to originate interstate calls via local exchange carrier access facilities.

Directory Assistance is available. Operator Service is not available.

The rates and surcharges in Section D.18 will apply.

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## RESALE COMMON CARRIER SERVICE

SECTION C - SERVICE DESCRIPTION2. Accessing Service:

Interim Dial-1 Service is a one way dial in - dial out, multipoint telecommunications service allowing the customer to originate calls through Carrier provided access lines. Other than with travel services, the Carrier's customers may originate calls only in the city or cities where they have an active account. Access to the Carrier may differ dependent upon the type exchange access service provided by the local exchange telephone company to the Carrier.

- a) In local exchange areas where central office facilities provide "Feature Group D" equal access the customer who has established an account(s) with the Carrier may access service on a direct dial, or "Touch One" basis, or, the customer may dial the Carrier's equal access number, 1010087, then the area code and the telephone number desired.
- b) In equal access local exchanges the Carrier may also be accessed over a cut through dialing feature. This feature allows dialing 1010087 and the (#) key on a touch tone type telephone. When the call is acknowledged by the Carrier's switch, the customer completes the call as in paragraph C. following.
- c) In local exchange areas where non equal access facilities are provided the customer will access service by dialing a seven (7) digit access number. Where access is over Feature Group A service, the access number is a preassigned local telephone number. Where access is over Feature Group B service access is over the local number, 950-1087. When the call is acknowledged by the Carrier's switch a dial tone will be heard. The customer must then key in his authorization code and the telephone number desired.
- d) Customers may originate calls through travel services when away from the normal local exchange or originating exchange.

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## RESALE COMMON CARRIER SERVICE

SECTION C - SERVICE DESCRIPTION2. Accessing Service (Continued)

- e) The Carrier's Operator Services are accessed in exchange areas served by the Carrier through dialing arrangements as specified below.
  - i) In "Feature Group D" equal access exchanges where the customer has established a "Touch one" account with the Carrier, the customer must dial "00" to access the Carrier's Operator Service.

In "Feature Group D" equal access exchanges where the Carrier provides service, the customer may dial the Carrier's equal access number, 1010852, plus "0" to access the Carrier's operator Service.
  - ii) In exchange areas where non equal access facilities are provided, the customer may access the Carrier's Operator Service by dialing a seven (7) digit access number plus "0". Where access is over "Feature Group A" service, the access number is a preassigned local number. Where access is over "Feature Group B", 950-1087 is the access number.
  - iii) In instances where the customer accesses the Carrier's network via dedicated facilities, Operator Service may be accessed by dialing "0" over the dedicated line.

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## RESALE COMMON CARRIER SERVICE

SECTION C - SERVICE DESCRIPTION3. Availability of Service - Originating Exchange Areas:

The Carrier provides service from the following exchange areas and tandem exchange areas.

ALABAMAOriginating Exchange Areas

Anniston  
Birmingham  
Decatur  
Gadsden  
Lanett  
Phenix City  
Tuscaloosa

DISTRICT OF COLUMBIAOriginating Exchange Areas

Washington, DC

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## RESALE COMMON CARRIER SERVICE

SECTION C - SERVICE DESCRIPTION3. Availability of Service - Originating Exchange Areas (Continued):

The carrier provides service from the following exchange areas and tandem exchange areas.

GEORGIAOriginating Exchange Areas

Albany  
Atlanta Metro Area  
Athens  
Augusta  
Cartersville  
Columbus  
Dalton  
Gainesville  
Hartwell  
La Grange  
Macon  
Newnan  
Rome  
Savannah  
Thomson  
Toccoa  
Valdosta  
West Point

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SECTION C - SERVICE DESCRIPTION3. Availability of Service - Originating Exchange Areas (Continued):

The Carrier provides service from the following exchange areas and tandem exchange areas.

MARYLANDOriginating Exchange Areas

Berwyn  
Bowie  
Central Ave  
Chapel Hill  
Colesville  
Gaithersburg  
Germantown  
Hyattsville  
Landover  
Lanham  
Montrose  
Oakdale  
Oxon Hill  
Rockville  
Silver Spring  
Suitland  
Temple Hills

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SECTION C - SERVICE DESCRIPTION3. Availability of Service - Originating Exchange Areas (Continued):

The carrier provides service from the following exchange areas and tandem exchange areas.

NORTH CAROLINAOriginating Exchange Areas

Albermarle	Fayetteville	Morganton
Anderson	Forest City	Mount Airy
Apex	Gastonia	Mount Olive
Ashboro	Goldsboro	Newland
Asheville	Grantham	Raleigh
Belmont	Greensboro	Randleman
Bessemer City	Greenville	Reidsville
Blowing Rock	Hickory	Rocky Mount
Boone	High Point	Ruffin
Burlington	Kimesville	Rutherfordton
Cary	Kings Mountain	Salisbury
Chapel Hill	Laurinburg	Selma
Charlotte	Lenoir	Shelby
China Grove	Lexington	Spurce Pine
Claremont	Lincolnton	Stanley
Concord	Locust	Statesville
Durham	Lowell	Taylorsville
Elkin	Monroe	Thomasville
Ellenboro	Mooresville	Wendell
		Wilmington
		Wilson
		Winston-Salem
		Zebulon

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The Carrier provides service from the following exchange areas and tandem exchange areas.

SOUTH CAROLINAOriginating Exchange Areas

Anderson  
Charleston  
Clemson  
Clinton  
Columbia  
Conway  
Florence  
Fort Mill  
Gaffney  
Greenville  
Greenwood  
Lancaster  
Liberty  
Myrtle Beach  
Newberry  
Pickens  
Rock Hill  
Seneca  
Spartanburg  
Walhalla  
Westminster

TENNESSEEOriginating Exchange Areas

Chattanooga  
Cleveland  
Charleston

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The Carrier provides service from the following exchange areas and tandem exchange areas.

VIRGINIAOriginating Exchange Areas

Alexandria	Manassas
Arlington	Martinsville
Bedford	Norfolk
Bowling Green	Norton
Charlottesville	Occuquan
Christiansburg	Onancock
Clifton Forge	Petersburg
Culpepper	Richmond
Dahlgren	Roanoke
Dale City	Rocky Mount
Danville	Salem
Dulles	Shipps Corner
Emporia	Smithfield
Falls Church	Staunton
Franklin	Troutville
Fredricksburg	Virginia Beach
Glouster	Warsaw
Great Bridge	Waynesboro
Hampton	Williamsburg
Harrisburg	Winchester
Jefferson	
Leesburg	
Lexington	
Lynchburg	

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