

Voice | Data | Internet | Wireless | Entertainment



Embarq  
Mailstop: NCWKFR0313  
14111 Capital Boulevard  
Wake Forest, NC 27587-5900  
embarq.com

June 17, 2008

Chairman Eddie Roberson  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

filed electronically in docket office on 06/17/08

Re: United Telephone Southeast LLC's Additional Supplemental Responses to the Consumer Advocate and Protection Division Office of the Attorney General's First Set of Interrogatories and Requests for Production of Documents

Docket No. 07-00269

Dear Chairman Roberson:

Please find enclosed for filing in the above-referenced docket the original and four (4) copies of United Telephone Southeast LLC's Additional Supplemental Responses to the Consumer Advocate and Protection Division Office of the Attorney General's First Set of Interrogatories and Requests for Production of Documents. Information marked as **Confidential** is being filed under seal pursuant to the June 11, 2008 Protective Order. Under cover of this letter, a copy of this filing is being served upon the representative of the Consumer Advocate and Protection Division. Embarq has already filed its responses electronically, without the confidential information, and this letter is the required follow-up to that filing.

An extra copy of this letter and the responses are enclosed. Please stamp those documents as "Filed" and return them to me in the enclosed self-addressed stamped envelope. Finally, please do not hesitate to contact me if you have any questions.

Sincerely yours,

  
Edward Phillips

HEP:sm

Enclosures

cc: Consumer Advocate and Protection Division

Edward Phillips  
ATTORNEY  
Voice: (919) 554-7870  
Fax: (919) 554-7913  
edward.phillips@embarq.com

**BEFORE THE TENNESSEE REGULATORY AUTHORITY**

**NASHVILLE, TENNESSEE**

In Re: )  
 )  
United Telephone-Southeast, Inc. d/b/a Embarq ) Docket No. 07-00269  
Tariff Filing to Increase Rates in Conjunction With )  
the Approved 2007 Annual Price Cap Filing )  
 )

**UNITED TELEPHONE SOUTHEAST LLC'S ADDITIONAL SUPPLEMENTAL  
RESPONSES TO THE CONSUMER ADVOCATE AND PROTECTION DIVISION  
OFFICE OF THE ATTORNEY GENERAL'S FIRST SET OF INTERROGATORIES  
AND REQUESTS FOR PRODUCTION OF DOCUMENTS**

Pursuant to Rules 26, 33, 34 and 36 of the Tennessee Rules of Civil Procedure and Tenn. Comp. R. & Reg. 1220-1-2-.11 and the Hearing Officer's *Order Setting Procedural Schedule* entered on March 26, 2008, United Telephone Southeast LLC d/b/a Embarq ("Embarq") supplements its responses to the first set of discovery served on Embarq by the Office of the Tennessee Attorney General and Reporter, Consumer Advocate and Protection Division ("Consumer Advocate") on April 2, 2008. Embarq filed its initial responses to the Consumer Advocate's discovery on April 24, 2008, and filed its first supplemental responses on May 23, 2008. Embarq files its additional supplemental response to Question No. 18 as part of its efforts to work with the Consumer Advocate concerning discovery issues the Consumer Advocate has raised since the filing of the initial responses by Embarq. In addition, responses to Questions 27 - 30 and 32 - 35 are filed as the result of the Hearing Officer's rulings at the oral argument held on June 5, 2008 concerning the Consumer Advocate's May 21, 2008 Motion to Compel.

**PUBLIC VERSION**

## **GENERAL OBJECTIONS**

Embarq makes the following general objections. These general objections apply to each of the interrogatories and requests and are incorporated by reference into Embarq's responses.

1. Embarq objects to the interrogatories and requests to the extent they seek to impose obligations on Embarq to respond on behalf of subsidiaries, affiliates, or other persons that are not parties to this case on the grounds that such requests are overly broad, unduly burdensome, oppressive, and not permitted by applicable discovery rules.

2. Embarq will interpret the interrogatories and requests to apply to Embarq's regulated intrastate operations in Tennessee and will limit responses accordingly.

3. Embarq objects to each and every interrogatory, request, and instruction to the extent that such interrogatory, request, or instruction calls for information that is exempt from discovery by virtue of the attorney-client privilege, work product privilege, or other applicable privilege.

4. Embarq objects to each and every interrogatory and request insofar as the interrogatory or request is vague, ambiguous, overly broad, imprecise, or utilizes terms that are subject to multiple interpretations, but are not properly defined or explained for purposes of these interrogatories or requests.

5. Embarq objects to each and every interrogatory or request insofar as the interrogatory or request is not reasonably calculated to lead to the discovery of admissible evidence and is not relevant to the subject matter of this action.

6. Embarq objects to the interrogatories, requests, instructions and definitions to the extent they seek to impose obligations on Embarq that exceed the requirements of the Tennessee

Rules of Civil Procedure or other Tennessee law. Specifically, Embarq objects to the interrogatories, requests, instructions and definitions to the extent they require supplementation of responses in excess of the requirements of the Tennessee Regulatory Authority's ("Authority's") Rules and Regulations or the Tennessee Rules of Civil Procedure. (See TNRCF Rule 26). Embarq will comply fully with the Authority's Rules and Regulations and the Tennessee Rules of Civil Procedure if supplementation to discovery responses is necessary.

7. Embarq objects to providing information to the extent that such information is already in the public record before the Authority or elsewhere.

8. Embarq objects to each and every interrogatory and request to the extent responding would be unduly burdensome, expensive, oppressive, or excessively time consuming as written.

9. Embarq objects to each and every interrogatory and request to the extent the information requested constitutes "trade secrets" which are privileged pursuant to Tennessee law. To the extent the interrogatories or requests seek proprietary confidential business information which is not subject to the "trade secrets" privilege, Embarq will make such information available pursuant to an appropriate protective agreement, subject to any other general or specific objections contained herein.

10. Embarq is a large corporation with employees located in numerous locations in Tennessee and in other states. In the course of business, these companies create countless documents that are not subject to Authority or FCC retention of records requirements. These documents are kept in numerous locations that are frequently moved from site to site as employees change jobs or as the business is reorganized. Therefore, it is possible that not every document will be provided in response to these requests. Rather, Embarq's responses will

provide, subject to any applicable objections, all of the information obtained by Embarrq after a reasonable and diligent search conducted in connection with these requests. Embarrq shall conduct a search of those files that are reasonably expected to contain the requested information. To the extent the discovery requests purport to require more, Embarrq objects on the grounds that compliance would impose an undue burden or expense.

11. To the extent documents requested herein have previously been produced to other parties in response to previous discovery, then without limiting any of the foregoing objections, Embarrq incorporates herein by reference their objections to that previous discovery.

12. Any responses will be provided subject to, and without waiver of, the foregoing objections. Embarrq will make full or partial responses to the extent reasonably possible and consistent with these objections.

## **EMBARQ'S ADDITIONAL SUPPLEMENTAL RESPONSES**

- Q18. Provide the number of existing or new Embarq residential and business customers that obtained a new or different telephone number(s) in Tennessee in the calendar year 2007 by month and by specific published directory.
- A. Embarq has performed a special study in order to be responsive to this request. See Attachment 18. The attachment is **Confidential**. As set forth above, please note Embarq's response to Consumer Advocate Q18 is not a result of the Hearing Officer's ruling of June 5, 2008 concerning the Consumer Advocate's Motion to Compel.

Prepared by:

G. Tracy McCullen  
Manager Process Analysis & National Directory Operations  
June 13, 2008

**PUBLIC VERSION**

- Q27. Request for Admission: On page four of the *Response of United Telephone-Southeast, Inc. d/b/a Embarq to the CAPD's Complaint & Petition to Intervene*, the company represents that all "Directory Assistance calls made by disabled Tennesseans and all those calls made by Tennesseans 65 and older, as set forth in the Tariff, are provided to such customers completely free of charge". Please admit the following statement: In order to qualify for the directory assistance exemption for disabled customers and/or customers age 65 and older, consumers must document their disability and/or age pursuant to the tariff.

**Embarq Objection:**

Embarq continues to object to the Consumer Advocate's discovery requests concerning the issue of the elderly and disabled directory assistance exemptions. The issue is not in controversy in the case and Embarq has not sought to eliminate or modify this exemption. In addition, Embarq objects on the basis that the information requested is neither relevant to this proceeding nor likely to lead to the discovery of relevant or admissible evidence herein.

However, notwithstanding these objections and without waiver, Embarq provides the following response:

- A. Admit, Embarq's General Subscriber Services Tariff at U17.2.B requires that visual or physical disability necessitating an exemption be confirmed by a physician, appropriate group or agency and that an exemption for being 65 years or older be requested and satisfactory proof of age be provided.

Answer Prepared By:

Mark C. Hunter  
State Regulatory Affairs Manager  
June 13, 2008

- Q28. Request for Admission: The company cannot confirm whether all billed customers with disabilities or age 65 and older residing within Emabarq's [sic] service area have applied for an exemption or are exempt from directory assistance charges.

**Embarq Objection:**

Embarq continues to object to the Consumer Advocate's discovery requests concerning the issue of the elderly and disabled directory assistance exemptions. The issue is not in controversy in the case and Embarq has not sought to eliminate or modify this exemption. In addition, Embarq objects on the basis that the information requested is neither relevant to this proceeding nor likely to lead to the discovery of relevant or admissible evidence herein.

However, notwithstanding these objections and without waiver, Embarq provides the following response:

- A. Admit, Embarq cannot confirm whether all billed customers with disabilities or age 65 and older residing within Embarq's service area have applied for an exemption or are exempt from directory assistance charges.

Answer Prepared By:

Mark C. Hunter  
State Regulatory Affairs Manager  
June 13, 2008



- Q29. Explain or describe the documentation required and application and approval process by which the Company's disabled consumers and consumers age 65 and older apply for a directory assistance charges exemption.

**Embarq Objection:**

Embarq continues to object to the Consumer Advocate's discovery requests concerning the issue of the elderly and disabled directory assistance exemptions. The issue is not in controversy in the case and Embarq has not sought to eliminate or modify this exemption. In addition, Embarq objects on the basis that the information requested is neither relevant to this proceeding nor likely to lead to the discovery of relevant or admissible evidence herein.

However, notwithstanding these objections and without waiver, Embarq provides the following response:

- A. Included at Attachment 29 is a copy of Embarq's exemption application and customer representative handbook section regarding directory assistance. The exemption application is Public while the customer representative handbook section is **Confidential**.

Answer Prepared By:

Madelyn Gengelbach  
Brand Manager  
June 13, 2008

- Q30. Please provide copies and examples, complete with date of publication, of all bill inserts, promotions, public notices and advertisements sponsored, published or distributed by the company in the last five years that advise customers of the existence of the Directory Assistance exemption for Tennessee customers with disabilities and those age 65 and older.

**Embarq Objection:**

Embarq continues to object to the Consumer Advocate's discovery requests concerning the issue of the elderly and disabled directory assistance exemptions. The issue is not in controversy in the case and Embarq has not sought to eliminate or modify this exemption. In addition, Embarq objects on the basis that the information requested is neither relevant to this proceeding nor likely to lead to the discovery of relevant or admissible evidence herein.

However, notwithstanding these objections and without waiver, Embarq provides the following response:

- A. Responsive documents are included at Attachment 30. The attachment is Public.

Answer Prepared By:

Mark C. Hunter  
State Regulatory Affairs Manager  
June 13, 2008

- Q32. Request for Admission: Prior to the date Embarq became a price cap regulated incumbent in Docket 95-02615, the cost of providing directory assistance was included in the “Basic Local Exchange Service” rates paid by tariffed customers.

**Embarq Objection:**

Embarq continues to object to the Consumer Advocate’s discovery requests concerning information that relates to Embarq’s predecessors operations as a rate of return regulated company and the cost of the service at that time and how it may have been treated in the rate base. The issue in this case concerns the appropriate number of directory assistance call allowances that should be granted by the Authority – not antiquated, stale, and irrelevant return and cost information. Further, Embarq also objects on the basis that the information requested is neither relevant to this proceeding nor likely to lead to the discovery of relevant or admissible evidence herein.

However, notwithstanding these objections and without waiver, Embarq provides the following response:

- A. Deny, Embarq does not have any detailed records of its past rate of return filings that are responsive and is otherwise unable to answer if or when Embarq included the cost of local directory assistance service into the prices for basic local phone service.

A search of Embarq’s obsolete tariff pages reveals local directory assistance was first mentioned in a tariff filing made July 15, 1992. No associated charges appear in the obsolete tariff pages until November 3, 1997. See Attachment 32. The attachment is Public.

Answer Prepared By:

Mark C. Hunter  
State Regulatory Affairs Manager  
June 13, 2008

- Q33. Provide the year in which the company first provided directory assistance to Tennessee consumers and the proceeding in which the company was first allowed by the Tennessee Regulatory Authority or by the former Tennessee Public Service Commission to incorporate the cost of service for providing directory assistance into basic local exchange rates or the rates charged to consumers for basic phone service.

**Embarq Objection:**

Embarq continues to object to the Consumer Advocate's discovery requests concerning information that relates to Embarq's predecessors operations as a rate of return regulated company and the cost of the service at that time and how it may have been treated in the rate base. The issue in this case concerns the appropriate number of directory assistance call allowances that should be granted by the Authority – not antiquated, stale, and irrelevant return and cost information. Further, Embarq also objects on the basis that the information requested is neither relevant to this proceeding nor likely to lead to the discovery of relevant or admissible evidence herein.

However, notwithstanding these objections and without waiver, Embarq provides the following response:

- A. See Embarq's answer to Consumer Advocate Q32.

Answer Prepared By:

Mark C. Hunter  
State Regulatory Affairs Manager  
June 13, 2008

Q34. Provide a copy of the most recent cost of service study the company has conducted for providing directory assistance.

**Embarq Objection:**

Embarq continues to object to the Consumer Advocate's discovery requests concerning information that relates to Embarq's predecessors operations as a rate of return regulated company and the cost of the service at that time and how it may have been treated in the rate base. The issue in this case concerns the appropriate number of directory assistance call allowances that should be granted by the Authority – not antiquated, stale, and irrelevant return and cost information. Further, Embarq also objects on the basis that the information requested is neither relevant to this proceeding nor likely to lead to the discovery of relevant or admissible evidence herein.

However, notwithstanding these objections and without waiver, Embarq provides the following response:

A. A responsive document is included at Attachment 34. The attachment is **Confidential**.

Answer Prepared By:

Mark C. Hunter  
State Regulatory Affairs Manager  
June 13, 2008

- Q35. Provide and document all billing credits issued to the company's Tennessee consumers in response to billing complaints directed toward the company, the Tennessee Regulatory Authority, Better Business Bureau or other consumer complaint gathering agency or organization involving directory assistance charges.

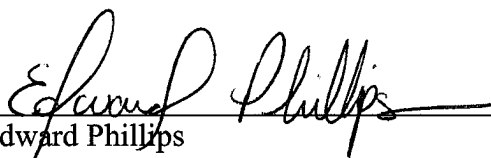
On June 5, 2008, The Hearing Officer, when considering the Consumer Advocate's Motion to Compel and Embarq's responses thereto, found that this discovery request was too broad and overly burdensome. As a result, the Hearing Officer only required that Embarq be required to provide number of complaints it has received from consumers concerning directory assistance call allowances and, if possible, the number of directory assistance billing credits. As a result, Embarq responds as follows:

- A. The number of billing credits Embarq has issued for local directory assistance services is included at Attachment 35. The attachment is **Confidential**. Embarq is still researching actual billing complaints it may have received.

Answer Prepared By:

Mark C. Hunter  
State Regulatory Affairs Manager  
June 13, 2008

Respectfully submitted this 17<sup>th</sup> day of June, 2008.

  
\_\_\_\_\_  
Edward Phillips  
Attorney  
United Telephone Southeast LLC d/b/a Embarq  
14111 Capital Boulevard  
Mailstop: NCWKFR0313  
Wake Forest, NC 27587  
Telephone: 919-554-7870  
Fax: 919-554-7913  
Email: [edward.phillips@embarq.com](mailto:edward.phillips@embarq.com)  
TN B.P.R. No. 016850


**PUBLIC VERSION**

## **CERTIFICATE OF SERVICE**

I hereby certify that I have served a copy of the foregoing Additional Supplemental Responses to the Consumer Advocate and Protection Division and the Office of the Tennessee Attorney General's First Set of Interrogatories and Requests for Production of Documents of United Telephone Southeast LLC d/b/a Embarq ("Embarq") to the Consumer Advocate and Protection Division by depositing a copy in the United States Mail, first-class postage prepaid.

This 17<sup>th</sup> day of June, 2008.

Ryan L. McGehee  
Assistant Attorney General  
Office of the Tennessee Attorney General  
Consumer Advocate and Protection Division  
P. O. Box 20207  
Nashville, TN 37202-0207

  
\_\_\_\_\_  
Edward Phillips  
United Telephone Southeast LLC

**PUBLIC VERSION**

**TENNESSEE REGULATORY AUTHORITY  
IN RE: UNITED TELEPHONE-SOUTHEAST INC. d/b/a EMBARQ CORPORATION  
TARIFF FILING TO INCREASE RATES IN CONJUNCTION WITH THE APPROVED  
2007 ANNUAL PRICE CAP FILING, DOCKET NO. 07-00269  
EMBARQ'S RESPONSE TO CONSUMER ADVOCATE'S FIRST SET OF  
DISCOVERY REQUESTS**

**ATTACHMENT 29**

**(PUBLIC)**





**APPLICATION FOR DIRECTORY ASSISTANCE CHARGES  
EXEMPTION/TOLL REDUCTION**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City/State/Zip \_\_\_\_\_

RE:

**Please complete the following:**

Customer's Relationship to Applicant: ☐ SPOUSE ☐ CHILD ☐ SELF ☐ Other \_\_\_\_\_

I certify that the above applicant is incapable of using the telephone directory or telephone, therefore warranting an exemption from directory assistance charges and reduction of toll charges\* by reason of:

- ☐ Legally Blind--Those whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.
- ☐ Visually Disabled--Those whose visual disability with correction and, regardless of optical measurement with respect to "legal blindness," are certified as unable to read normal printed material
- ☐ Physically Disabled--Those who are certified by competent authority as unable to read or use ordinary printed materials (telephone directory) as a result of physical limitations.
- ☐ Speech Impaired--In addition to the above, the toll reduction benefit is also offered to those that are certified as speech impaired (incapable of oral communication) by an authorized agent such as a licensed speech language pathologist or audiologist.

\*Toll reduction **not available** in Oregon, Nevada, Tennessee, and Washington

\_\_\_\_\_  
Signature of Physician/Optomestrist or Authorized Agent

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

(ONLY required in Florida, Indiana, Nebraska, New Jersey, Ohio, Pennsylvania, Tennessee, Texas)

- ☐ **Tennessee Only:** Local residential customers age 65 or older are not charged for local directory assistance calls made from their line upon submission of this request accompanied by satisfactory proof of age.

I request that my local service be exempt from directory assistance charges and/or be made eligible for a toll reduction benefit based upon the reason checked on this certification. I understand and accept my responsibility to notify Embarq in the event these conditions become no longer applicable. I also authorize the certifier to provide the above information to Embarq. By signing below, I certify, under penalty of perjury, that the information contained within this application is true and correct.

\_\_\_\_\_  
Customer or Authorized Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

If you have any questions, please feel free to call our office at  
p.m.

Monday through Friday between 8:00 a.m. and 6:00

**Return this completed form to:**

EMBARQ - ACS  
P. O. Box 7086  
London, KY 40742

( FORM: D A S - 1 7 : )

**TENNESSEE REGULATORY AUTHORITY  
IN RE: UNITED TELEPHONE-SOUTHEAST INC. d/b/a EMBARQ CORPORATION  
TARIFF FILING TO INCREASE RATES IN CONJUNCTION WITH THE APPROVED  
2007 ANNUAL PRICE CAP FILING, DOCKET NO. 07-00269  
EMBARQ'S RESPONSE TO CONSUMER ADVOCATE'S FIRST SET OF  
DISCOVERY REQUESTS**

**ATTACHMENT 30**

**(PUBLIC)**

Runs concurrent with price change effective May 1, 2008:

Beginning May 1, 2008, the price for local directory assistance will change from \$0.50 to \$0.95 per inquiry. Customers will continue to have three (3) free local directory assistance inquiries per billing period on each access line. Local directory assistance charges will not apply to customers who are unable to use the telephone directory because of visual or physical disability or who are 65 years of age or older. If you qualify for one of these exemptions, please contact EMBARQ™ customer service so we may verify your status and properly reflect this on your bill. Please note the price for national directory assistance is \$0.95 per inquiry but no monthly allowances or exemptions apply.

**TENNESSEE REGULATORY AUTHORITY  
IN RE: UNITED TELEPHONE-SOUTHEAST INC. d/b/a EMBARQ CORPORATION  
TARIFF FILING TO INCREASE RATES IN CONJUNCTION WITH THE APPROVED  
2007 ANNUAL PRICE CAP FILING, DOCKET NO. 07-00269  
EMBARQ'S RESPONSE TO CONSUMER ADVOCATE'S FIRST SET OF  
DISCOVERY REQUESTS**

**ATTACHMENT 32**

**(PUBLIC)**

# GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE-SOUTHEAST, INC.  
TENNESSEE

Seventh Revised Page 9  
Cancels Sixth Revised Page 9

(T)

ISSUED: June 30, 1992  
BY: Vice President  
Bristol, Tennessee

EFFECTIVE: July 15, 1992

## U1. DEFINITION OF TERMS

INDENTED LISTING (U6) See "Directory Listing".	(T)(C)
INITIAL CHARGE (U4) See "Installation Charge".	(T)
INITIAL SERVICE PERIOD (U2) The minimum period of time for which service, facilities and equipment are provided.	(T)(C)
INSIDE WIRING (CUSTOMER PREMISES) (U2) That wire, including connectors, blocks and jacks, within a customer's premises that extends between the termination of the Exchange Access Line and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the Exchange Access Line.	(N)   (N)
INSTALLATION CHARGE (U4) A non-recurring charge applying to the installation of optional items of equipment or facilities and is in addition to non-recurring Service Connection Charges applying to the establishment of basic telephone service.	(T)(C)   (C)
INWATS (800) SERVICE (U19) Inward Wide Area Telephone Service (800 Service) is the furnishing of facilities for dial-type telecommunication from points throughout the service area to a WATS access line.	(D) (N)   (N)
JOINT OPERATE COIN SERVICE (JOCS) (U7) Pay telephone service where the Company provides the coin-set and the subscriber retains and is responsible for collecting all monies in the coin box.	(N)   (N)
LATE PAYMENT CHARGE (U2) The late payment charge is applicable for billed charges unpaid at next billing.	(T) (D)
LINE SIDE CONNECTION (U16) The connection of a transmission path to the line side of a local exchange switching system.	(N)   (N)
LINK-UP TENNESSEE (U3) A plan intended to preserve and promote subscribership among low-income households by providing qualifying applicants a credit to the installation and connection charges for residential service.	(D) (T)
LOCAL ACCESS AND TRANSPORT AREA (LATA) (U16) A geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges which are grouped to serve common social, economic, and other purposes.	(N)   (N)
LOCAL CALLING AREA (U3) See "Local Service Area".	(D) (T)
LOCAL DIRECTORY ASSISTANCE SERVICE (U3) Local Directory Assistance is furnished to the subscribers of the Company's local service for the obtaining of local telephone numbers of other subscribers served by the Company.	(N)   (N)

(X) Material moved from Page 8.

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE-SOUTHEAST, INC.  
TENNESSEE

ISSUED: September 16, 1997  
BY: Director State Regulatory Affairs  
Wake Forest, North Carolina

EFFECTIVE: November 3, 1997

TABLE OF CONTENTS

- U1. DEFINITION OF TERMS
- U2. GENERAL REGULATIONS
- U3. BASIC LOCAL EXCHANGE SERVICE
- U4. SERVICE CHARGES
- U5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS
- U6. DIRECTORY LISTINGS
- U7. COIN TELEPHONE SERVICE
- U8. TELEPHONE ANSWERING SERVICE FACILITIES
- U9. FOREIGN CENTRAL OFFICE SERVICE AND FOREIGN EXCHANGE SERVICE
- U10. ABBREVIATED DIALING
- U11. PRIVATE BRANCH EXCHANGE SERVICE
- U12. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)
- U13. MISCELLANEOUS SERVICE ARRANGEMENTS
- U14. AUXILIARY EQUIPMENT
- U15. CONNECTION WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS
- U16. INTERCONNECTION OF MOBILE SERVICE
- U17. ***DIRECTORY ASSISTANCE SERVICE***
- U18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE
- U19. WIDE AREA TELEPHONE SERVICE
- U20. OPTIONAL CALLING PLANS
- U21. UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)
- U22. PRIVATE AND LEASED LINES
- U23. WIDE SPECTRUM SERVICES
- U100. OBSOLETE SERVICE OFFERINGS

(T)

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE-SOUTHEAST, INC.  
TENNESSEE

Fourth Revised      Page 10  
Cancels Third Revised      Page 10

ISSUED: September 16, 1997  
BY: Director **State** Regulatory Affairs  
Wake Forest, North Carolina

EFFECTIVE: November 3, 1997

(T)

U3. BASIC LOCAL EXCHANGE SERVICE

U3.8 LOCAL OPERATOR VERIFICATION/INTERRUPTION SERVICE

U3.8.1 GENERAL

Verification service provides operator assistance in determining if a called line is in use. Interruption service provides for operator interruption of a conversation in progress on a called line. The customer may request these services for a charge, where facilities are available, by calling the "0" Operator.

U3.8.2 APPLICATION OF CHARGES

1. The charges specified in c. following will apply to all requests except:
  - (a) Emergency requests from official emergency agencies when the request is received on an agency line from agency personnel.
  - (b) Emergency requests in which the caller identifies that the request is to (1) an official public emergency agency; (2) an emergency medical number; or (3) a privately endowed and operated suicide, drug, alcohol, or runaway crisis reporting center.
  - (c) Requests in which the operator encounters a trouble condition or has reason to believe a trouble condition exists.

U3.8.3 RATES

1. Verification: A charge of \$.50 applies each time the operator verifies a called line and hears voice communication.
2. Interruption: A charge of \$1.00 applies each time the operator interrupts a conversation that is in progress on the called line. The charge is for the interrupt service and does not depend on whether the called party agrees to release the line and accept the call.
3. If an operator both verifies the condition of the line and interrupts conversation on the same request, the interrupt charge only applies.
4. The charges for Verify/Interrupt service are in addition to any applicable message rates.

U3.9 DIRECTORY ASSISTANCE SERVICE

*Regulations and rates are specified for Directory Assistance Service in Section 17 of this Company's General Subscriber Services Tariff.*

(N)  
|  
(N)  
  
(X)  
|  
(X)

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE-SOUTHEAST, INC.  
TENNESSEE

Seventh Revised  
Cancels Sixth Revised

Contents Page 1  
Contents Page 1

ISSUED: September 16, 1997  
BY: Director **State** Regulatory Affairs  
Wake Forest, North Carolina

EFFECTIVE: November 3, 1997

(T)

U17. **DIRECTORY ASSISTANCE SERVICE**

(T)

U17.1 **GENERAL**

Page No

1

(N)

U17.2 **APPLICATION OF CHARGES AND ALLOWANCES**

1

U17.3 **RATES AND CHARGES**

1

(N)



GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE-SOUTHEAST, INC.  
TENNESSEE

ISSUED: September 16, 1997  
BY: Director **State** Regulatory Affairs  
Wake Forest, North Carolina

EFFECTIVE: November 3, 1997

Fourth Revised  
Cancels Third Revised  
**OUT-OF-DATE**

Page 1  
Page 1

(T)

U17. DIRECTORY ASSISTANCE SERVICE

(T)

U17.1 GENERAL

(N)

- A. *The Company furnishes Directory Assistance Service whereby customers may obtain assistance in determining telephone numbers.*
- B. *The charging application and rates set forth in U17.3 following apply to subscriber requests for Directory Assistance Service in determining, or attempting to determine, the telephone number of any customer served by or thought to be served by the Company throughout northeast Tennessee.*
- C. *Directory Assistance does not provide the telephone number for a non-published listing but does provide the telephone number for a non-listed listing. Requests for telephone numbers which are non-published are considered inquiries as defined below.*
- D. *The availability and rates for Directory Assistance for Mobile Service Providers are set forth in U16.10.1 (J) preceding.*

U17.2 APPLICATION OF CHARGES AND ALLOWANCES

- A. *A charge is applicable for each inquiry for directory assistance except as noted below; each number requested constitutes an inquiry except that the first two numbers requested on any one call constitutes only one inquiry.*
- B. *Charges for Directory Assistance are not applicable to:*
  - 1) *Calls made by customers who are unable to use a telephone directory because of a visual or physical disability which can be confirmed by a physician, appropriate group or agency from their residence or business line.*
  - 2) *Calls made from pay telephone service locations.*
  - 3) *Calls made by residence customers from their line who are 65 years of age or older and who have requested an exemption from the company and provided satisfactory proof of age.*
- C. *An allowance of six (6) inquiries per residence customer and six (6) inquiries per business customer, per billing period, per access line shall apply. The allowance is not transferable between separate accounts, even for the same customer. An unused allowance will not be credited to the customer's account in any other billing period in which service is rendered.*

U17.3 RATES AND CHARGES

Rate

- A. *Directory Assistance Service, each inquiry, .29*  
*Residence and Business*

(N)

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE-SOUTHEAST, INC.  
TENNESSEE

Seventh Revised      Page 1  
Cancels Sixth Revised      Page 1

ISSUED: September 16, 1997  
BY: Director State Regulatory Affairs  
Wake Forest, North Carolina

EFFECTIVE: November 3, 1997

U18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

U18.1 APPLICATION

This tariff applies to Long Distance Message Telecommunications Service (MTS) furnished or made available by the Company and its connecting companies, over facilities wholly within the Geographic Market Area (GMA) or LATA within the State of Tennessee.

U18.2 GENERAL

- a. Long Distance Message Telecommunications Services are categorized as follows:
  1. IntraLATA MTS is categorized as imperfectly competitive and receives price ceiling treatment.
  2. Operator Call Completion is categorized as imperfectly competitive and receives price ceiling treatment.
  3. Long Distance Operator Verification/Interruption service is categorized as other monopoly and receives monopoly treatment.
- b. Long Distance Message Telecommunications Service is that of furnishing facilities for communications between stations in different rate centers for either two-point or conference service.
- c. Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in U18.5 following.
- d. Customer or Other Common Carrier-provided terminal equipment or system may be used with facilities furnished to the customer by the Telephone Company for Long Distance MTS as specified in Section U15 preceding.
- e. Long Distance MTS is provided for use by the Customer and may be used by others when so authorized by the Customer. Use of the service is subject to regulations in Section U2, with the exception of Sections U2.2.1a and U2.2.1b which restrict the use of service and prohibit payment to the Customer by another for use of the service.
- f. For completing calls within the Company's Tennessee LATA, customers dial only the seven (7) digit telephone number. At the request of a customer, seven (7) digit dialing can be restricted to the local calling area, with all remaining calls within the Company's Tennessee LATA dialed as 1+423+7 digits.

Calls originated from public telephones, joint operated or customer provided public telephones require 1+423+7 digits to complete calls outside the local calling area.

The Company will have a liberal payment policy on the first month's billing of seven (7) digit dialed calls usage charges, providing credit if the customer was unaware charges applied.

g. **Directory Assistance Service**

**Regulations and rates are specified for Directory Assistance Service in Section U17 of this Company's General Subscriber Services Tariff.**

(N)

(N)

(X)

(X)