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

July 1, 2008

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

filed electronically in docket office on 07/01/08

Re: Direct Testimony of witness Mark C. Hunter on behalf of United Telephone Southeast LLC

Docket No. 07-00269

Dear Chairman Roberson:

Please find enclosed for filing in the above-referenced docket the original and four (4) copies of Direct Testimony of witness Mark C. Hunter along with supporting exhibits on behalf of United Telephone Southeast LLC. Information marked as **confidential** is being filed under seal in a separate envelope and should be afforded protection consistent with the Protective Order. Embarq has already filed the enclosed Direct Testimony electronically; however, this letter is the required follow-up to that filing.

An extra copy of this letter is enclosed. Please stamp it "Filed" and return 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
COUNSEL
Voice: (919) 554-7870
Fax: (919) 554-7913
edward.phillips@embarq.com

CERTIFICATE OF SERVICE

I hereby certify that I have served a copy of the foregoing Direct Testimony of witness Mark C. Hunter on behalf of United Telephone Southeast LLC to the Consumer Advocate and Protection Division's Complaint and Petition to Intervene by depositing a copy in the United States Mail, first-class postage prepaid.

This 1st day of July, 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

BEFORE THE TENNESSEE REGULATORY AUTHORITY

NASHVILLE, TENNESSEE

In Re:

United Telephone-Southeast, Inc. d/b/a
Tariff Filing to Increase Rates in
Conjunction With the Approved 2007
Annual Price Cap Filing

Docket No. 07-00269

DIRECT TESTIMONY OF

MARK C. HUNTER

JULY 1, 2008

DIRECT TESTIMONY
OF
MARK C. HUNTER

Q. Please state your name, business address, employer and position.

A. My name is Mark C. Hunter. My business address is 5454 West 100th Street, Overland Park, Kansas 66211. I am employed by Embarq Management Company, which provides management services to United Telephone Southeast LLC and Embarq Corporation's other local operating companies ("Embarq"). I am employed in the State Regulatory Analysis department as a State Regulatory Affairs Manager.

Q. Please describe your work experience and educational background.

A. I have been employed by Embarq, and earlier Sprint, in Kansas City in the state regulatory affairs area for the last ten years. My current position is responsible for addressing issues affecting Embarq that arise before the Tennessee Regulatory Authority ("Authority"). I have had Tennessee regulatory responsibilities for approximately the last seven years. I am similarly responsible for regulatory matters affecting Embarq in Virginia and South Carolina. Before beginning work in the regulatory affairs area, I worked for Sprint in its network real estate department as a contracts negotiator for approximately two years. Prior to Sprint, I worked for a cable television multiple systems operator (or MSO) of primarily rural systems in five Midwestern states as its legal counsel and contracts administrator.

PUBLIC VERSION

1
2 I graduated from the Washburn University School of Law in 1992 and Washburn
3 University in 1989 with majors in political science and history. I have been licensed to
4 practice law in the State of Kansas since 1992. While my legal training no doubt informs
5 my testimony, I would like to make it clear that my position with Embarq is not that of an
6 attorney. Also, I am not licensed to practice law in the State of Tennessee. Regardless,
7 the intent of my testimony is not to address legal issues that either have been or will be
8 briefed by the attorneys in the docket.
9

10 **Q. What is the current posture of this docket?**

11 **A.** On November 19, 2007 Embarq filed with the Authority Tariff No. 2007-0456. Among
12 other things, the tariff sought to (a) decrease the number of local directory assistance
13 monthly allowances from three to one and (b) increase the rate for local directory
14 assistance inquiries in excess of the monthly allowance. The Consumer Advocate and
15 Protection Division of the Office of Attorney General (“Consumer Advocate”) filed a
16 complaint relating to the local directory assistance allowances and petitioned to intervene
17 in the docket on December 11, 2007.
18

19 The local directory assistance portion of the tariff was suspended by the Authority voting
20 panel assigned to the docket at the December 17, 2007 Directors’ Conference. The
21 Authority’s March 5, 2008 Order documenting the conference explained the “panel found
22 that the public interest required that the Authority research and review the impact on

PUBLIC VERSION

1 Tennessee consumers” prior to making a decision. The panel further voted to convene a
2 contested case, grant the Consumer Advocate’s petition to intervene and appointed a
3 hearing officer to prepare the matter for hearing.

4
5 The Hearing Officer assigned to the docket ordered Embarq and the Consumer Advocate
6 to submit briefs, which were filed on January 31, 2008. The Hearing Officer issued an
7 Initial Order on February 14, 2008 that maintained the suspension of Embarq’s local
8 directory assistance tariff. Later Embarq filed with the Authority a petition for appeal of
9 the Initial Order and a motion for the Authority to reconsider its December 17, 2007
10 decision. At the Authority’s March 24, 2008 Directors’ Conference, the Authority voted
11 to lift the suspension of Embarq’s local directory assistance rate increase but maintained
12 the suspension of Embarq’s local directory assistance calling allowance tariff. The
13 Authority’s May 12, 2008 Order stated that the voting panel thought it was “appropriate
14 for the Authority to step back and review” how the local directory assistance calling
15 allowance reductions will impact the public.

16
17 **Q. Please describe the purpose of your testimony.**

18 **A.** The Hearing Officer’s Initial Report indicated that the parties and the Hearing Officer all
19 believe the number of local directory assistance call allowances is an issue of policy to be
20 decided by the Authority in its discretion. The purpose of my testimony is to aid the
21 Authority with its research and review of Embarq’s local directory assistance call
22 allowance tariff. My testimony will touch upon the filings Embarq has already made in

PUBLIC VERSION

1 this docket; however, I would like to also offer important additional evidence concerning
2 the current competitive nature of local directory assistance services and the anti-
3 competitive and discriminatory effects of the Authority having failed to approve
4 Embarq's tariff.

5
6 **Q. Have you read Embarq's filings in this docket?**

7 **A.** Yes. Embarq's brief before the Hearing Officer and its petition for appeal of the Hearing
8 Officer's Initial Order provides a good history of local directory assistance before the
9 Authority over the last decade. Embarq's filings also rightly focus upon the inequality of
10 approving BellSouth's (now AT&T) similar local directory assistance tariff in Docket
11 No. 06-00232 without a contested case while subjecting Embarq's tariff to a contested
12 case and the possibility of non-approval.

13
14 **Q. What is the basic history of local directory assistance in Tennessee over the last**
15 **decade?**

16 **A.** As a general matter, the Authority has not promulgated local directory assistance calling
17 allowance rules applicable to all telecommunication service providers in Tennessee.
18 Instead, incumbent local telecommunication service providers that are rate-of-return
19 regulated have chosen to provide unlimited local directory assistance to their customers.
20 At the same time, the Authority has permitted competitive local telecommunication
21 service providers to charge their customers for each and every local directory assistance
22 call with no monthly allowances.

PUBLIC VERSION

1 In the middle are the price regulated incumbent local telecommunication service
2 providers, Embarq, AT&T and Citizens, with respect to which the Authority has made a
3 series of decisions. Included at **Exhibit MCH-1** of my direct testimony is a simple
4 matrix that lists the various dockets in which the Authority has addressed the local
5 directory assistance calling allowances of price regulated incumbents. The Authority
6 originally set Embarq's and AT&T's local directory assistance call allowances at six per
7 month with unlimited public interest exemptions for the physically and visually disabled
8 as well as customers age 65 and older (Docket Nos. 96-01423 & 99-00391). In a series
9 of two steps, AT&T reduced its calling allowances from six to three (Docket No. 04-
10 00416) and then three to one (Docket No. 06-00232). The latter AT&T tariff was
11 approved by the Authority before Embarq's current tariff – which provides for three local
12 directory assistance allowances – could be approved by the Authority (Docket No. 06-
13 00288). The Consumer Advocate did not oppose Embarq's current tariff when it was
14 filed. Recently, Citizens filed a tariff to establish a rate for local directory assistance
15 (Docket No. 08-00021).

16
17 **Q. Are there any general requirements that telecommunications service providers in**
18 **Tennessee offer local directory assistance service and/or a certain number of local**
19 **directory assistance call allowances?**

20 **A.** No. As I just mentioned, the Authority has not promulgated any rules of general
21 applicability concerning local directory assistance call allowances. In fact, when the
22 1995 General Assembly first enacted Tennessee's policy of local telecommunications

1 competition by passing Public Chapter No. 408, the General Assembly provided at
2 Tenn.Code Ann §65-4-124(b) that all telecommunications service providers who offer
3 basic local exchange telephone service in the state must provide each customer with a
4 white page directory listing, 911 emergency services, free blocking for 900/976 type
5 services and access to telecommunication relay services. Conspicuously absent from this
6 list is local directory assistance services.

7
8 In requiring price regulated incumbents to offer local directory assistance call allowances,
9 the Authority has relied upon Tenn.Code Ann. §65-4-117(3). The Authority has used its
10 discretion under the statute to “fix just and reasonable standards, classifications,
11 regulations, practices or services to be furnished, imposed, observed and followed
12 thereafter by any public utility.”

13
14 **Q. You mentioned AT&T’s tariff in Authority Docket No. 06-00232. What was the**
15 **issue in that docket and what was the Authority’s decision?**

16 **A.** The Authority’s decision in Docket No. 06-00232 is the most recently approved tariff
17 filing concerning local directory assistance calling allowances of a price regulated
18 incumbent. In the docket, AT&T filed a tariff with the Authority to reduce its local
19 directory assistance calling allowances from three to one per month, which is exactly
20 what Embarq is asking the Authority to approve in this docket. In the AT&T docket, the
21 Authority approved AT&T’s tariff without a contested case. Moreover, the Consumer
22 Advocate made no appearance in the AT&T docket.

PUBLIC VERSION

1 **Q. Does the Authority’s order in AT&T’s Docket No. 06-00232 provide an explanation**
2 **for the Authority decision?**

3 **A.** Yes. The Authority’s discussion of local directory assistance calling allowances in
4 AT&T’s Docket No. 06-00232 is extremely broad and is (as discussed below) just as
5 applicable to Embarq as it is AT&T. At pages 5-6 of the AT&T docket’s *Order*
6 *Granting BellSouth Tariff No. 2006-0043*, the Authority’s discussion of local directory
7 assistance calling allowances states in full:

8 “Initially, the TRA approved a six DA call allowance in 1997 due to the fact that
9 many telephone numbers were not published in the printed directory. Some
10 numbers had been excluded in the printed directory at a subscriber’s request (i.e.,
11 a non-published listing), and some were inaccurate or did not appear because new
12 numbers were obtained after the directory was printed (e.g., a new customer or
13 customer move). Accordingly, it was necessary that customers call DA in order
14 to obtain telephone numbers for those subscribers whose numbers did not appear
15 in the printed directory but were still available via directory assistance.

16
17 “While some telephone numbers are not available in the printed directory today,
18 the evolving dynamics of the communications environment enables many, if not
19 most, consumers to obtain subscribers’ telephone numbers, not available in the
20 printed directory, by alternative modes. For example, many telephone numbers
21 are available through various internet search engines. Additionally, ever
22 expanding bases of consumers have cellular telephones and electronic mail
23 addresses (e-mail) by which they can be contacted in the event of a change to
24 their landline telephone number. These expanding avenues of communication
25 facilitate the acquisition of landline telephone numbers, and reduce dependency
26 on DA for the procurement of telephone numbers that are not in the printed
27 directory.

28
29 “Further, the majority of BellSouth’s competitors have no restrictions on the DA
30 services they offer, including the number of call allowances. In fact, most
31 competing local exchange company’s (“CLECs”) do not have call allowances and
32 charge for every DA request. BellSouth’s consumers are permitted one free DA
33 call per month. Given the variety of existing methods from which to acquire
34 telephone numbers in today’s environment, the Authority finds the tariff
35 reasonable and not adverse to the public interest. BellSouth will continue to
36 provide its DA service at no charge to physically and visually disabled customers,
37 and to customers sixty-five years or older who request an exemption.”

PUBLIC VERSION

1 **Q. Does Embarq's tariff filing in this docket in any way affect the public interest**
2 **exemptions for the physically and visually impaired or customers age 65 or older**
3 **that Embarq currently provides?**

4 **A.** No. As with the AT&T tariff the Authority approved in Docket No. 06-00232, the public
5 interest exemptions Embarq has provided since 1997 are unaffected by Embarq's tariff
6 filing in this docket.

7
8 **Q. Do Embarq's major competitors provide local directory assistance calling**
9 **allowances to its customers?**

10 **A.** I would identify two of Embarq's major wireline competitors in its Northeast Tennessee
11 service area to be facilities-based cable-television-turned-telecommunications-provider
12 Charter Communications in addition to facilities-based municipal provider Bristol
13 Tennessee Essential Services (BTES). A review of these two companies' tariffs filed
14 with the Authority show that both companies do not provide its customers with a local
15 directory assistance monthly call allowance and offers a greatly reduced number of public
16 interest exemptions compared to Embarq. I have included the relevant section of both
17 companies' tariffs at **Exhibit MCH-2**.

18
19 Of course, Embarq competes with other telecommunications providers, some of which
20 are regulated by the Authority and others which are not, like wireless carriers. Included
21 at **Exhibit MCH-3** is information concerning the directory assistance services of wireless
22 carriers AT&T, Verizon and Sprint. These companies do not offer their customers a local

1 directory assistance calling allowance.

2
3 **Q. What specifically do the Charter and BTES tariffs on file with the Authority say?**

4 **A.** The Charter tariff provides for a local directory assistance rate, but local directory
5 assistance calls for physically impaired customers are provided at no charge. Otherwise,
6 Charter offers no local directory assistance call allowances to its customers and no
7 exemptions for its customers age 65 or over. The BTES tariff provides for a local
8 directory assistance rate but then states that “[a]n allowance of six (6) inquiries per month
9 at no cost shall be allowed to residential customers who are 65 years of age or older.”
10 BTES uses the term “allowance”, but it is really offering a limited exemption for
11 customers age 65 or older. As with Charter, BTES offers no local directory assistance
12 call allowances to its customers generally. BTES offers no exemptions whatsoever to
13 disabled customers.

14
15 **Q. So are you saying that the current situation is anti-competitive?**

16 **A.** On its face, yes, the situation is anti-competitive. The Authority is requiring Embarq to
17 render services at no charge while not requiring its regulated competitors to do the same.
18 But the current situation is a product of the form of regulation that Embarq has operated
19 under since 1996 versus its competitors. The 1995 General Assembly, again as part of
20 Public Chapter No. 408, established price regulation as a way to prepare traditionally
21 rate-of-return regulated incumbents for – and transition the industry to – a competitive
22 telecommunications environment. Over the last decade, Embarq and AT&T (and now

1 Citizens) have chosen to expend valuable non-basic, inflation-index created pricing
2 flexibility (best known as “headroom”) from their price regulation plans to buy down
3 local directory assistance call allowances in order to more closely match their services
4 with those of their competitors. The different companies have chosen to buy down their
5 call allowances at differing rates based upon differing priorities and available headroom.
6 The Authority has never denied an incumbent provider’s request to reduce its call
7 allowances – let alone failed to approve a request for one incumbent provider that it had
8 already granted to another.

9
10 The anti-competitive situation as it currently exists is one based upon history and
11 circumstances. However, should the Authority fail to approve Embarq’s tariff as filed in
12 this docket, then the anti-competitive situation would not only become aggravated but
13 would be sanctioned by the direct action of the Authority. Such a failure would also be
14 highly discriminatory against Embarq in relation to the treatment the Authority has
15 already afforded AT&T. These facts alone are cause enough for the Authority to find
16 Embarq’s tariff is just and reasonable.

17
18 **Q. The Authority’s discussion in AT&T’s Docket No. 06-00232 that you quoted above**
19 **further states that “the evolving dynamics of the communications environment**
20 **enables many, if not most, consumers to obtain subscribers’ telephone numbers, not**
21 **available in the printed directory, by alternative modes.” Is this finding also**
22 **applicable to Embarq just the same as it is AT&T?**

1 **A.** Yes. My recent research shows that Embarq's local customers have numerous
2 alternatives for finding telephone numbers. This is aside from the fact that Embarq's
3 customers may be able to choose a different local provider if he or she should find
4 Embarq's provision of directory assistance services to be inadequate.

6 **Q.** **What are some of the alternative sources of local directory assistance services**
7 **available to Embarq's local customers?**

8 **A.** Embarq provides its customers with a new paper directory approximately once a year. I
9 believe at least one alternative provider of paper directories, Yellowbook, is present in
10 the Tri-Cities. In addition, I mentioned previously that Embarq's wireline customers who
11 subscriber to a wireless carrier could use their wireless phones for directory assistance.
12 But the most astounding part of my research is that there are a multitude of internet sites
13 and 1-800 providers that do not just offer directory assistance services but offer the
14 service absolutely free!

- 15 • Whether using the internet at <http://www.free411.com/> or calling 1-800-FREE411
16 (i.e. 1-800-373-3411), Jingle Network provides free directory assistance for
17 residential or business telephone numbers.
- 18 • AT&T provides free directory assistance for residential and business telephone
19 numbers at 1-800-Yellowpages (i.e. 1-800-935-5697). For details see
20 <http://www.att.com/Common/1800yellowpages/>.
- 21 • AT&T also provides free directory assistance using the internet at
22 <http://www.yellowpages.com/> .

PUBLIC VERSION

- Free directory assistance for residential and business telephone numbers using the internet is also available at <http://www.whitepages.com/> and <http://www.dexknows.com/> .
- Google provides free directory assistance for business telephone numbers at 1-800-Goog411 (i.e. 1-800-466-411). See <http://www.google.com/goog411/> for details.
- Microsoft's Live Search 411 service provides free directory assistance for business telephone numbers at 1-800-CALL-411 (i.e. 1-800-225-5411). See <http://www.livesearch411.com/> for details.

Q. Are there other sources of directory assistance available other than those already mentioned?

A. Yes. The web portals <http://www.msn.com/>, <http://www.aol.com/> and <http://www.yahoo.com/> offer easy links to white and yellow page listings on their home pages, which makes for convenient access for users. Search engines such as Google and Yahoo can be used to find businesses by category and location. A company such as InfoUSA offers mass listings of white and yellow page telephone numbers by way of downloads and CD-ROMs. See <http://www.infousa.com/>. And alternative directory assistance providers like DA America offer business customers a service whereby the directory assistance calls of employees are redirected to DA America in the company's PBX with accompanying savings of 50% or more. See <http://www.daamerica.com/>

PUBLIC VERSION

1 **Q. What evidence do you have that Embarq's customers are using these alternatives**
2 **and relying less on Embarq's local directory assistance service?**

3 **A.** Included at **Exhibit MCH-4** is a review of Embarq's demand for local directory
4 assistance inquiries in Tennessee since December 2001. The exhibit is **Confidential**.
5 The exhibit provides the total number of local directory assistance inquiries Embarq
6 processed in Tennessee during the month of December for the years 2001 thru 2005 and
7 monthly for May 2006 thru May 2008. These totals are further broken out by the number
8 of local directory assistance inquiries Embarq actually billed, those that constituted an
9 exemption and those that constituted an allowance. The exhibit shows a large scale,
10 across the board decline in Embarq's demand for local directory assistance services,
11 which suggests a fundamental shift in the way people are obtaining local directory
12 assistance services.

13
14 **Q. You mentioned earlier the telecommunications policy the 1995 General Assembly**
15 **established in Public Chapter No. 408. What policy was established?**

16 **A.** Among many other things, Public Chapter No. 408 established a "Declaration of
17 Telecommunications Services Policy" which is codified at Tenn. Code Ann. §65-4-123.
18 The section, which has remained unchanged, states in full:

19 The general assembly declares that the policy of this state is to foster the
20 development of an efficient, technologically advanced, statewide system of
21 telecommunications services by permitting competition in all telecommunications
22 services markets, and by permitting alternative forms of regulation for
23 telecommunications services and telecommunications services providers. To that
24 end, the regulation of telecommunications services and telecommunications
25 services providers shall protect the interests of consumers without unreasonable
26 prejudice or disadvantage to any telecommunications services provider; universal
27 service shall be maintained; and rates charged to residential customers for

PUBLIC VERSION

1 essential telecommunications services shall remain affordable. (Emphasis
2 Added).
3

4 **Q. Could you please summarize your testimony?**

5 **A.** Yes. My testimony demonstrates how the reasoning the Authority applied in approving
6 AT&T's local directory assistance tariff is appropriate and fully applicable to Embarq.
7 Local directory assistance service alternatives are numerous, easily accessible and are in
8 some instances completely free of charge. Moreover, the burden of providing local
9 directory assistance allowances is not borne equally between Embarq and its direct
10 competitors. The Authority should not needlessly and purposely perpetuate this anti-
11 competitive inequality at this late date in the industry's transition to a competitive
12 environment. Approval of Embarq's tariff is most consistent with the State of
13 Tennessee's overall telecommunications policy and the Authority's mission statement
14 which is: "to promote the public interest by balancing the interests of utility consumers
15 and providers while facilitating the transition to a more competitive environment." The
16 Authority should approve Embarq's local directory assistance tariff as filed.
17

18 **Q. Does this complete your testimony?**

19 **A.** Yes.

BEFORE THE TENNESSEE REGULATORY AUTHORITY

NASHVILLE, TENNESSEE

In Re:

United Telephone-Southeast, Inc. d/b/a
Tariff Filing to Increase Rates in
Conjunction With the Approved 2007
Annual Price Cap Filing

Docket No. 07-00269

EXHIBIT MCH-1

**Authority Dockets Concerning Price Regulated Incumbent
Local Directory Assistance Call Allowances**

Docket No.	Price Regulated Incumbent	Date of Final Order	Result
96-01423	United Telephone – Southeast, Inc.	September 4, 1997	Established rate for local directory assistance but with 6 calling allowances and exemptions for the disabled and customers 65 years of age or older.
99-00391	BellSouth Telecommunications, Inc.	July 29, 1999	Same as 96-01423.
04-00416	Bellsouth Telecommunications, Inc.	September 2, 2005	BellSouth local directory assistance call allowances reduced from 6 to 3.
06-00232	Bellsouth Telecommunications, Inc.	April 17, 2007	BellSouth local directory assistance call allowances reduced from 3 to 1.
06-00288	United Telephone – Southeast, Inc.	November 21, 2007	United local directory assistance call allowances reduced from 6 to 3.
07-00269	United Telephone – Southeast, Inc.	Current Case/Pending	United files to reduce local directory assistance call allowances from 3 to 1.
08-00021	Citizens Telecommunications Company of Tennessee LLC	Pending	Citizens files to introduce local directory assistance rate with 2 residential allowances and exemptions for the disabled.
08-00076	Bellsouth Telecommunications, Inc.	Withdrawn	BellSouth filed to reduce local directory assistance call allowances from 1 to 0.

BEFORE THE TENNESSEE REGULATORY AUTHORITY

NASHVILLE, TENNESSEE

In Re:

United Telephone-Southeast, Inc. d/b/a
Tariff Filing to Increase Rates in
Conjunction With the Approved 2007
Annual Price Cap Filing

Docket No. 07-00269

EXHIBIT MCH-2

TITLE SHEET

OF

Charter Fiberlink-Tennessee, LLC

**12405 POWERSCOURT DRIVE
ST. LOUIS, MISSOURI 63131**

LOCAL AND INTRASTATE INTEREXCHANGE SERVICES TARIFF

This tariff contains the description, regulations and rates for the furnishing of services and facilities for local and long distance telecommunications services provided by Charter Fiberlink-Tennessee, LLC to residential customers within the State of Tennessee.

Issue Date: September 6, 2005

Effective Date: September 12, 2005

Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs
12405 Powerscourt Drive, St. Louis, MO 63131
Charter Fiberlink-Tennessee, LLC

The Telephone Company will bill the customer a monthly 911 surcharge, per voice grade equivalent line in order to fund the E-911 system. Funds collected will be remitted to the required agency.

3.2.14 Directory Assistance

The Telephone Company shall list its customers with the directory assistance operators to provide the requested telephone numbers of all customers, except telephone numbers unlisted at the customer's request.

In the event of an error in the listed numbers of any customer, the Telephone Company shall intercept all calls to the listed number for a reasonable period of time provided existing telephone equipment will permit and the number is not in service. In such event of an error or omission in the name listing of a customer such customer's correct name and telephone number shall be filed with directory assistance operators. The correct number furnished the calling party either upon request or interception.

Whenever any customer's telephone number is changed after a directory is published, the utility shall intercept all calls to the former number for a reasonable period of time and give the calling party the new number provided existing telephone equipment will permit and the customer so desires.

Directory Assistance Direct-Dialed calls for the physically impaired customers are provided at no charge. Customers who are physically impaired and unable to use the telephone directory must obtain an exemption from the Telephone Company by completing an exemption form supplied by the Telephone Company.

3.2.15 711 Access for Telecommunications Relay Service

Telecommunications Relay Service (TRS) enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate with the hearing population not using TT. It also allows the hearing population not using a TT to communicate with deaf, hard-of-hearing or speech-impaired persons who do use a TT. A Customer will be able to access the state provider to complete such calls by either dialing the applicable telephone number directly or by dialing the number 711.

4. Rates

This Local and Intrastate Interexchange Tariff applies to the Services furnished or made available by the Telephone Company in the State of Tennessee. Customer must reside in a serviceable area of the Telephone Company to subscribe to the services outlined in this Tariff. All current charges quoted are for period of one (1) month unless otherwise noted and are payable monthly in advance.

4.1 Basic Service

Description

Telephone Company will provide basic local exchange service to residential Customers only. Basic local exchange service is defined as "two-way switched voice service" for unlimited calls

Issue Date: September 6, 2005

Effective Date: September 12, 2005

Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs
12405 Powerscourt Drive, St. Louis, MO 63131
Charter Fiberlink-Tennessee, LLC

**Charter Fiberlink-Tennessee, LLC
Local and Intrastate Interexchange Services Tariff**

TRA Tariff No. 1
4th Revised Page 33
Cancels 3rd Revised Page 33

4.3 Other Services and Charges

Name	Description	Nonrecurring Charge	
Seasonal Service	Allows a telephone account to remain active while suspending service for 4 or 6 consecutive months (Only one time per calendar year)	Refer to Section 4.5	(C) (C)
Suspension Service*	Allows a telephone account to remain active while suspending service for 3 - 6 consecutive months (Only one time per calendar year)	\$15.00 per number per month	(C)
Non-Listed Number	Number listed with Directory Assistance but not in the telephone directory	\$2.00 per number, per month	
Non-Published Number	Number not listed with Directory Assistance or in the telephone Directory	\$2.50 per listing per month	
Operator Services	Operator dialed calls to a specific called number, collect, person or station	\$1.10 per use	
Directory Assistance	Directory 411 Operator Assisted Calls Directory Assistance for certified Physically Impaired	\$1.25 per use No Charge	
Directory Assistance Call Completion	Allows Directory Assistance calls to be automatically completed	\$.25 per use	
Block Collect Calls	Prevent the acceptance of collect Calls	N/C	
Block Third Party Calling	Prevent third party calling	N/C	
Block International Calling	Prevents international calling	N/C	
Busy Line Interrupt	Operator Assisted Interruption of a busy line	\$20.00 per use	
Busy Line Verify	Operator assisted verification of a busy line	\$20.00 per use	
Extended Referral Message	Extends the length of disconnect intercept message from 30 to 60 days	\$ 2.00	
Directory Listing Change	Change to Directory Listing	\$5.00	

* Suspension Service has been discontinued to residential customers as of August 25, 2007. Existing subscribers will be able to keep this service until the suspension has lapsed. (C)

Issue Date: August 24, 2007

Effective Date: August 25, 2007

Issued By: Betty Sanders, Director - Regulatory Affairs
12405 Powerscourt Drive, St. Louis, MO 63131
Charter Fiberlink-Tennessee, LLC

The provision of Busy Line Interrupt involved a Telephone Company-provided operator interrupting a conversation in progress to ascertain willingness to establish conversation with an alternate party.

Regulation

This Service is provided where facilities exist for line status and busy interrupt through a Telephone Company-provided operator.

No request will be processed on a collect or reversal-of-charge or person-to-person basis. However, in the case of an Emergency Busy Line Interrupt, the caller may bill collect, if necessary.

The rates set forth for Line Status Verification and Busy Line Interrupt are in addition to the rates associated with Local Exchange Services, if the calling party requests the operator to place the call.

The charge for Busy Line Interrupt applies whenever the operator interrupts the conversation even though one or the other parties interrupted refuses to terminate the conversation in progress.

If the line verified is not in use or as the result of interrupt the line is cleared, and at the calling party's request the operator completes the call, the current applicable Operator Assistance Service charges apply as described in section 4.3 in addition to the line status Verification or Busy Line Interrupt Charge.

Exemptions

Charges for Line Status Verification and Busy Line Interrupt are not applicable to calls placed from authorized emergency agencies. Police, Fire, Ambulance and 911/911-Like agencies are those agencies that qualify for this exemption.

4.9 Directory Assistance

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Current charges associated with obtaining Directory Assistance information are located in Section 4.3 of this Tariff.

Exemptions are described in Section 3.2.14 of this tariff.

(M)

(M)

Issue Date: July 2, 2007

Effective Date: July 10, 2007

Issued By: Betty Sanders, Director - Regulatory Affairs
12405 Powerscourt Drive, St. Louis, MO 63131
Charter Fiberlink-Tennessee, LLC

Bristol Tennessee Essential Services (BTES)

Tennessee Tariff No. 1
Original Page 76

SECTION 8 - DIRECTORY ASSISTANCE AND LISTING SERVICES, (CONT'D.)**8.4 Directory Assistance**

A Directory Assistance charge applies per local directory assistance call. The Customer may make two (2) requests for a telephone number per call. The Directory Assistance Charge applies regardless of whether the Directory Assistance operator is able to supply the requested number. Rates and charges for intraLATA and interLATA Directory Assistance service are provided in the Company's Tennessee Tariff No. 2.

Each Local Directory Assistance Call, Residential Customers	\$0.50
Each Local Directory Assistance Call, Business Customers	\$0.50
Directory Assistance Call Completion	\$0.55

An allowance of six (6) inquiries per month at no cost shall be allowed to residential Customers who are 65 years of age or older. The Customer must request this allowance by notifying the Company. This allowance becomes effective immediately following the request from the Customer. Should the Company exercise its option to seek verification, the allowance will become effective retroactive to the date of request.

Issued: August 25, 2006

Effective: September 25, 2006

Issued by:

Dr. R. Michael Browder, General Manager
2470 Volunteer Parkway
Bristol, Tennessee 37620

Bristol Tennessee Essential Services (BTES)

Tennessee Tariff No. 2
Original Page 26

SECTION 4 - RATES AND CHARGES(Cont'd)

4.1 Miscellaneous Rates and Charges (Cont'd)**4.1.4 Optional Toll Free Features**

The following toll free Features have limited availability based on Company's ability to provide the service, available facilities and the underlying carrier's ability to deliver the service to the company. If available, the following fees apply:

	<u>Non- Recurring</u>	<u>Monthly Recurring</u>	<u>Per Change</u>
Area Code Blocking	\$125	\$10	\$95
Area Code Routing	\$125	\$10	\$95
Time of Day, Day of Year Routing	\$125	\$10	\$95
Percent Allocation Routing	\$125	\$10	\$95
Info Digit Screening (per 800 number)	\$150	\$10	\$95
Standard ANI/DNIS Delivery (requires dedicated termination)	\$150	\$15	N/A
Customized DNIS Delivery (requires dedicated termination)	\$295	\$35	\$195
10 Digit Routing	\$125	\$10	\$95
10 Digit Blocking	\$125	\$10	\$95

4.1.5 Long Distance Directory Assistance Rates

Long Distance Directory Assistance rates are billed on a per calls basis.

Business	\$1.25
Residential	\$1.25
All Calling Card Directory Assistance	\$1.95

4.1.6 Primary Interexchange Company (PIC) Fee

Customers who select BTES Communications as their Company of choice will not be billed a PIC Fee by the Company for switching their service to the Company. If the Customer's local service provider bills them a fee for this change, the Company will credit the Customer's account for the fee upon request by the Customer.

Issued: August 25, 2006

Effective: September 25, 2006

Issued by:

Dr. R. Michael Browder, General Manager
2470 Volunteer Parkway
Bristol, Tennessee 37620

BEFORE THE TENNESSEE REGULATORY AUTHORITY

NASHVILLE, TENNESSEE

In Re:

United Telephone-Southeast, Inc. d/b/a
Tariff Filing to Increase Rates in
Conjunction With the Approved 2007
Annual Price Cap Filing

Docket No. 07-00269

EXHIBIT MCH-3



Calling Features: 411 Search

[Back to previous page](#)

Description

Directory assistance with automatic call completion. An operator will assist you when you request numbers, addresses and information for anything from restaurants and movies to the nearest florist. Simply press 4-1-1 and **SEND** from your handset; \$1.49 per call plus airtime.

Demo

How to Get It

This feature is available to all Verizon Wireless Customers.

How to Use It

Dial 411 and press **SEND** from your wireless phone.

Note: During a single call you may request up to three listings from the menu services offered under the 411 Search menu. If additional requests are needed, you will need to dial 411 again, and another representative will be able to address your request. Call completion is available for one of the requested numbers during a 411 Search call. You will be charged for the call completion as if you had disconnected from 411 Search and dialed the number directly.

Top Questions

- [How many requests can be made on each call to 411 Search?](#)
- [What is the cost to use 411 Search Service?](#)
- [What services are available when I dial 411 from my wireless phone?](#)
- [Do I get charged if the call disconnects when the operator transfers my call?](#)
- [How many numbers can I get information on during one call?](#)

All FAQs

[<< Go to Phones & Devices](#)

[<< Back to Features & Services](#)

Per-call charge for 411 Search may vary when your phone's banner displays "Extended Network" or "Roaming".



Answers to FAQs

[Back to previous page](#)

411 Search

General Information

1. [How do I reach 411 Search Service?](#)
2. [Do I need to sign up to use 411 Search Service?](#)
3. [What is the cost to use 411 Search Service?](#)
4. [What services are available when I dial 411 from my wireless phone?](#)
5. [What Enhanced Services does 411 Search offer?](#)
6. [How many requests can be made on each call to 411 Search?](#)
7. [How many numbers can I get information on during one call?](#)
8. [Will the 411 Search service connect me to the requested number?](#)
9. [Do I get charged if the call disconnects when the operator transfers my call?](#)

General Information

1. **How do I reach 411 Search Service?**
Press 411 and then SEND on your wireless phone.
[Back to top](#)
2. **Do I need to sign up to use 411 Search Service?**
No, simply press 411 on your wireless phone.
[Back to top](#)
3. **What is the cost to use 411 Search Service?**
You will be charged \$1.49 plus airtime. Other charges will continue to apply in accordance with your Calling Plan.
[Back to top](#)
4. **What services are available when I dial 411 from my wireless phone?**
You can receive a variety of information, including:
 - **Local and National Directory Assistance** - Request phone numbers around the corner or across the country.
 - **Yellow Pages Category Search** - Search by name or business type.
 - **Movie Listings** - Find out what's playing and where including theater names, show times, ratings and more.
 - **Restaurant Listings** - 411 Search operators can assist you in finding nearby restaurants.
 - **Professional Sports Scores** - Keep up with your favorite team(s).
 - **Local Events** - Find information regarding local events for major metropolitan locations.
 - **International Directory Assistance** — You can receive U.S., Canadian, and Puerto Rican phone numbers.
 - **Stock Quotes** - 411 Search operators will search by major exchanges' stock symbol and provide the most recent/current stock price (updated every 15-20 minutes).
 - **Reverse Directory Search** - 411 Search operators will search for and provide the published name and address for up to 3 listings requested by telephone number.[Back to top](#)
5. **What Enhanced Services does 411 Search offer?**
Restaurant listings, movie listings, category search, sports scores, weather information, reverse search, local events, horoscopes and stock quotes.
[Back to top](#)
6. **How many requests can be made on each call to 411 Search?**
During a single call, you may request three selections from the menu of services offered under 411 Search.
[Back to top](#)
7. **How many numbers can I get information on during one call?**
You can make up to three inquiries on each call.
[Back to top](#)
8. **Will the 411 Search service connect me to the requested number?**
Yes. In addition to providing you with the requested number, 411 Search can complete the call.
[Back to top](#)

9. **Do I get charged if the call disconnects when the operator transfers my call?**

Airtime charges for the call apply once the 411 Search operator answers the call.

[Back to top](#)

Was this information helpful?



No



**Concierge.
In Your Phone.**



Sprint 411

Your hunt for elusive phone numbers stops here!

Calling

[Sprint Voice Command](#)

Sprint 411

Sprint 411 is more than just phone numbers. Besides providing phone number listings, dialing 411 on your Sprint or Nextel phone gives you access to a variety of convenient information services, such as the following:

- Restaurant reservations
- Driving directions
- Movie listings
- Information on local and regional events
- Spanish-language directory assistance
- Sports scores
- Weather conditions
- Stock quotes
- Horoscopes
- Winning lottery numbers
- Time of day
- ATM locations
- Nationwide listings

Sprint 411 also provides category searches—including nearby car repair/towing, dining, and entertainment information—and reverse searches, enabling you to request the name and address for up to three phone numbers. For only \$1.79 per call, plus local airtime, you can receive up to three phone numbers or pieces of information per call, and be automatically connected at no additional charge.

And now the operator can use precision location services to provide you turn-by-turn driving directions to your desired location. It couldn't be more convenient. Operators are available 24 hours a day, 7 days a week, 365 days a year at contact centers located throughout the United States. Start using Sprint 411 today!

Pricing

Sprint 411 - \$1.79 per call

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For Sprint Customers

- [View All Support](#) »

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Choosing a Plan

Choosing Features & Services

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AT&T 411 INFO

Need to make a call but don't have the number? Dial 4-1-1 to get what you need. AT&T 411 info provides local and national listings of residential, business and government phone numbers and addresses. For each call, you can receive up to four requests and we'll connect you at no additional charge. You can receive a message with the listing information so you can use it later.

In addition to help with phone numbers, AT&T 411 also provides:

- **Movies**—look up movie showtimes and locations
- **Directions**—get turn-by-turn driving directions
- **Reverse Lookup**—identify who called if you have a number but not the name
- **Business Search**—find a restaurant, a hotel or other business you need

The rate for AT&T 411 Info is \$1.79 per call, plus airtime, roaming and applicable long distance. Add surcharges may apply when off the AT&T wireless network.

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