
INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Payments, continued

Late Payment Charges

A Late Payment Charge is applied to an account when a balance on the previous month's bill has not been paid as outlined in state specific tariffs or in accordance with the Public Service Commission (PSC) ruling.

Tariff Reference:

- A2 ● Alabama and Florida*: A charge of 1.5% is applied to the total unpaid amount carried forward.
- Georgia: N/A
- A2 ● Louisiana: A charge of 5% is applied to the total unpaid amount carried forward.
- A2 ● Mississippi: A charge of 2% is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.
- A2 ● North Carolina: A charge of 1% is applied to each subscriber's bill when the previous month's bill has not been paid in full within 25 days from the billing date. The charge applies to the total unpaid amount carried forward.
- A2 ● South Carolina: A charge of 1.5% is applied to the total unpaid amount carried forward to the next bill.
- * Effective October 1, 1991 for State governments and December 1, 1992 for county and municipal governments, a 1% LPC will be assessed per Florida Statutes. The LPC is not applied until 30 days after the due date. The due date is 45 days after the receipt of the bill.

Returned Checks & Bank Drafts

An administrative charge will be applied by BST each time a check or bank draft is returned by a bank to BST for insufficient funds. The charges are as follows:

Tariff Reference:

A2	Alabama	\$	_____	Mississippi	\$	_____
	**Florida		_____	North Carolina		_____
	Georgia		_____	South Carolina		_____
	Kentucky		_____	Tennessee		_____
	Louisiana		_____			

**** Or 5% of the face value of the check, whichever is greater.**

PRIVATE PAYPHONE PROVIDERS HANDBOOK

Long Distance Charges

Open Billing Agreements

Open Billing is the term used to describe billing and collection service agreements between BellSouth Telecommunications and Interexchange Carriers and/or Resellers. Two of the components of BellSouth Telecommunications' billing and collection service offerings are Bill Rendering and Account Inquiry. Bill Rendering is the preparation of bills for message-billed service and bulk-billed service, the mailing of statements of the amounts due for service rendered from the IC. Account Inquiry is the servicing of the end user by answering questions about charges billed for IC services, applying credits and adjustments to accounts, and reviewing IC messages removed from a bill.

In cases where the IC does not subscribe to Account Inquiry, the IC's telephone number will appear in the list of helpful numbers section on the BellSouth Telecommunications bill. ICs that handle their own inquiry should be contacted directly by end users with questions concerning IC charges.

BellSouth Telecommunications will not become involved in disputes between an IC and its end users. Consequently, BellSouth Telecommunications may initiate procedures to remove disputed IC charges from an end user's bill. It will be the IC's responsibility to pursue collection of that amount.

Toll Credit Limit

Between billing periods, BST can provide advance notification when excessive toll charges are incurred at a PPP location. A ceiling of \$250.00 is automatically set and may be adjusted up or down depending on the needs of the PPP. This early notification may alert the PPP to a potential problem.

Some tolls billed for certain Interexchange Carriers are not included in the tolls monitored throughout the billing cycle. For accounts having these types of toll charges, total toll charges are checked on the bill day to determine if the toll charges exceed the Toll Credit Limit. Customer notification in these instances will be after the bill date.

PRIVATE PAYPHONE PROVIDERS HANDBOOK



South Central Bell
A BELLSOUTH Company

① Account Number 101 555-1234 444 0547
 ② Bill Date: Oct 2, 1990 ANYT
 ③ Page 1

④	⑤	⑥	⑦	⑧	⑨
CURRENT CHARGES DUE BEFORE	PREVIOUS BALANCE	PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
Oct 19	\$107.04	\$107.04	\$0.00	\$90.96	\$90.96

Detailed Statement of Charges

**** Please note: A 1.5% additional charge will apply to any unpaid balance after Nov 2.

1. **Account Number:** Telephone number
2. **Bill Date:** Date that SB/SCB begins to prepare bill
3. **Page:** Page number
4. **Current Charges Due Before:** Date current charges should be received by
5. **Previous Balance:** Amount of last bill
6. **Less Payments:** Payments received since prior month's bill was rendered
7. **Adjustments:** Adjustments made since prior month's bill was rendered
8. **Current Charges:** Charges due for the current billing period
9. **Total Amount Due:** Includes both current and past due charges

continued on the next page

PRIVATE PAYPHONE PROVIDERS HANDBOOK

Detailed Statement of Charges

⑩

**** Please note: A 1.5% additional charge will apply to any unpaid balance after Nov 2.

⑪

Monthly Service Charges

1. Monthly Service—Oct 2 thru Nov 1
2. FCC Subscribers Line Charge
3. Directory Assistance (DA) Usage
10 call(s) to Local DA at \$.25 each.

AMOUNT	TOTAL
39.65	
4.39	
2.50	
Subtotal	47.54

(continued) >

⑫

Helpful Numbers

South Central Bell
ABC

Billing Questions
1 557-2647
1-800 555-0000

To Place An Order
1 557-2647

10. **Please Note:** When applicable, some brief messages are shown here. When more space is needed, this area will contain a message to refer you to the regular Messages section which follows the Southern Bell/South Central Bell Current Charges total line.
11. **Monthly Service Charges:** Items that appear here will vary by state. The Monthly Service Charge will be the first item to appear in this section. Listed below are other items that may be included in this section:
- FCC Subscribers Line Charge
 - Directory Assistance Usage
 - Service for Hearing/Speech Impaired Persons
 - Directory Advertising

The charges for the items listed will be shown to the right of the item in the Amount and Total columns.

12. **Helpful Numbers:** The telephone numbers to contact Southern Bell/South Central Bell and other entities whose charges appear on this statement are listed here. If there are too many entity numbers to fit on the initial page of the bill, a message will appear here directing you to the location of these numbers.

continued on the next page

PRIVATE PAYPHONE PROVIDERS HANDBOOK

⑬

CURRENT CHARGES DUE BEFORE	PAST DUE AMOUNT	TOTAL AMOUNT DUE	AMOUNT PAID
Oct 19	\$0.00	\$90.96	\$90.96

101 555-1234 444 0547
Oct 2, 1990
CP 1126 R06 013431

Please make check payable to South Central Bell.

P. O. BOX 1313
BIRMINGHAM AL
35299 - 0001

**CR 22
QUALITY SERVICE CO.
P. O. BOX 555
ANYTOWN AL 30000 - 0000

112054440541011260100206000000007000000000000059778

13. This portion of the statement is the **Address/Payment Return Document** and is located at the bottom of the first page. Some of the same account information found on the top part of the page also appears on this document.

This portion of the statement should be detached at the perforated line and returned with the bill payment. The amount of the payment should be entered in the **Amount Paid** block.

continued on the next page

Exhibit 1
Sheet 3 of 8

PRIVATE PAYPHONE PROVIDERS HANDBOOK



South Central Bell
A BELLSOUTH Company

Account Number: 101 555-1234 444 0547
 BILL DATE: OCT 21 1990 ANY
 Page 2

⑭

Other Charges and Credits

Sept 10 90 So PIC CODE

- 3. Charge to change your long distance company to:
 ABC Telecommunications Corporation

AMOUNT	TOTAL
1.49	
	1.49

Subtotal

14. **Other Charges and Credits:** This section will appear only when applicable. It will contain information such as service ordering charges, credits or adjustments. Any entry listed here will have an explanation and, if it is the result of a service order, the order information and date of the order will be shown.

continued on the next page

PRIVATE PAYPHONE PROVIDERS HANDBOOK



15
ALABAMA

Local Usage Summary

BAND	- DAY -		- EVENING -		- NIGHT/WKND -		
	CALLS	TOTAL MINS	CALLS	TOTAL MINS	CALLS	TOTAL MINS	CHARGES
A	40	66.8	18	47.4	5	5.1	1.54
P	134	275.0	76	119.3	15	30.6	11.06
	20	58.1	8	13.8	3	4.0	3.27
D	2	7.2	2	4.0	0	0.0	46
							16.35
					Usage Allowance		7.50 cr

S. Local Usage Charge

Subtotal

AMOUNT	TOTAL
8.85	8.85

15. Local Usage Summary: Local call details will be shown in the Local Usage Summary section for customers with Usage Rate Service. Since Usage Rate Service plans vary by state, an example is shown above and on the following page. The call detail will include the following information:

- Calling Bands (varies by state)
- Number of local calls placed during each time period according to the Band
- Total minutes of local calls placed during each time period according to the Band
- Charges by Band
- Usage Allowance (varies by state)
- Total Local Usage Charge
- Subtotal of charges

Additional information regarding Usage Rate Service is located in each state-specific section of this handbook.

continued on the next page

PRIVATE PAYPHONE PROVIDERS HANDBOOK



South Central Bell
A BELL SOUTH Company

Account Number: 101 555-1234 444 0547
Bill Date: Oct 2, 1990 ANYT
Page 4

①⑥

Direct Dialed Calls

Date	Place called	Number Called	Rate	Time	Min.
6. Sep 8	HOMETOWN AL	101 555-0000	BE	934PM	2
	(Federal Tax	.01)			
	(State/Local Tax	.01)			

①⑦

Total Charge For Itemized Calls .21

Taxes

7. Federal Tax
8. State/Local Tax

South Central Bell Current Charges

①⑧

Messages

To charge a bill or deposit by VISA or MasterCard, call toll free 1-800-422-2355. There is a fee for each bill you pay by bank card.

AMOUNT	TOTAL
.21	.21
Subtotal	.21
1.70	
2.26	
Subtotal	3.96
	62.05

- 16. **South Central Bell Itemized Calls:** Individual calls are separated into two different categories and listed in date order. The two categories that will be shown, when applicable, are Direct Dialed Calls and Operator Assisted Calls. Tax and Rate Codes are printed on the back of each bill page.
- 17. **Franchise/Taxes:** All applicable taxes are shown in this section, itemized and subtotaled.
- 18. **Messages:** This section will be used for messages as appropriate.

continued on the next page

PRIVATE PAYPHONE PROVIDERS HANDBOOK

ABC

Account Number: 101 555-1234 444 0547
 Bill Date: Oct 2, 1990 ANYT
 Page 5

Direct Dialed Calls

	Date	Place Called	Number Called	Rate	Time	Min.
1	AUG 21	MORILE	AL 101 111 - 3283	RE	521PM	12
2	AUG 21	MONTGOMERY	AL 101 213 - 4809	RE	719PM	7
3	AUG 23	MONTGOMERY	AL 101 459 - 2777	RE	643PM	4
4	AUG 25	CAUSDEN	AL 101 211 - 1200	RN	754PM	31
5	SEP 1	DECATUR	AL 101 777 - 0444	RU	836PM	15
6	SEP 4	MONTGOMERY	AL 101 998 - 2887	RE	450PM	1
7	SEP 5	HUNTSVILLE	AL 101 970 - 2887	SE	655PM	1
8	SEP 6	DECATUR	AL 101 333 - 0444	RE	823PM	6
9	SEP 8	CULLMAN	AL 101 414 - 3284	BN	743AM	20
10	SEP 11	MONTGOMERY	AL 101 555 - 2804	NO	106PM	1
11	SEP 13	MONTGOMERY	AL 101 989 - 3600	REN	105PM	4
12	SEP 15	HARTSELLE	AL 101 999 - 3600	BN	741PM	15
13	SEP 20	DECATUR	AL 101 777 - 0466	RE	735PM	18

AMOUNT	TOTAL
2.80	
1.69	
.97	
5.31	.21
2.67	
.34	
.25	
1.45	
3.44	
.14	
.84	
2.59	
4.33	
Subtotal	27.02
Taxes	
.81	
1.08	
Subtotal	1.89
ABC Current Charges	28.91

Total Charge For Itemized Calls 27.02

Taxes

- 14 Federal Tax
- 15 State/Local Tax

ABC Current Charges

19. **Interexchange Carrier Section:** BellSouth Telecommunications does provide Interexchange Carriers (IC) a bill processing service which includes the printing and mailing of a bill for services rendered. The IC's Logo is printed at the top of the page, and charges will appear in the same format as Southern Bell/South Central itemized charges.

The Monthly Service Charges and Other Charges and Credits will appear when applicable. These will also be shown in the same format as BellSouth Telecommunications' for these items.

Federal, State and/or Local tax, as applicable, is also shown.

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

CHAPTER 12

BELLSOUTH TELECOMMUNICATIONS REVENUE AND COMMISSION DISCLOSURE

We do not provide commission information on BST contracted accounts. BST Public no longer pays commission on non-contracted accounts.

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

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INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

CHAPTER 13

FRAUD

Limitations On The Prevention Of Secondary Dial Tone Reorigination

Limitations On The Prevention Of Secondary Dial Tone Reorigination

Secondary dial tone reorigination is able to occur in CPE coin telephone equipment which is not manufactured according to the specifications for digital switches. These specifications are made available to all set manufacturers through LATA Switching Systems Generic Requirements (LSSGR), a Bellcore publication.

BellSouth will deploy, where available, a central office software feature that may assist in the prevention of secondary dial tone reorigination.

THE DEPLOYMENT OF THIS SOFTWARE FEATURE IS NOT INTENDED TO GUARANTEE THE PREVENTION OF SECONDARY DIAL TONE REORIGINATION AND DOES NOT RELIEVE THE CPE PAYPHONE OWNER FROM LIABILITY.

This central office software feature is available for the following central office switches:

DMS 10	(Generic 401.40 and later)
DMS 100	
2B ESS	(Generic 2BE4-1.07 and later)
1A ESS	(Generic 11.06 or later)
5E ESS	(Generics 5E5 and later)

The following central office switches do not have this feature available:

Stromberg-Carlson*

Seimens

(* This feature in this switch was removed due to its negative impact on other service offerings.)

continued on the next page

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Limitations On The Prevention Of Secondary Dial Tone Reorigination (continued)

Limitations By Switch Type

In the four switches where the software feature is available, there are limitations to preventing the reorigination of secondary dial tone. The limitations which have been identified at this time (other limitations may also exist) are as follows:

DMS10/DMS100

- If the Cutoff on Disconnect (COD) feature is installed in the switch, then the secondary dial tone prevention feature will not work.

1A ESS

- If the payphone receives a call and the calling party hangs up, dial tone will be returned.
- If the end user terminates a call to a line with Call Forward Don't Answer, served by a DMS switch and the call forwarded number is busy, dial tone will be returned.
- If the end user terminates a call to an ESSX or ISDN line and the called party hangs up, dial tone will be returned.

5E ESS

- If the payphone receives a call and the calling party hangs up, dial tone will be returned.

Telephone Number Line Range Restriction

To assist in the prevention of international toll fraud, BST is participating in a nationwide plan which has established a telephone number line range restriction on all Public Access Lines. Whenever possible, telephone numbers with a line number range of 8000 or 9000 will be assigned on new service requests. When a telephone number in this range is not available in the serving NXX(s), any line number range will be assigned.

This restriction will assist Overseas Operators in identifying Public Access Lines and preventing collect and third number calls from being billed to them.

PRIVATE PAYPHONE PROVIDERS HANDBOOK

**Telephone
Number Line
Range
Restriction**

To assist in the prevention of international toll fraud, BST is participating in a nationwide plan which has established a telephone number line range restriction on all Public Access Lines. Whenever possible, telephone numbers with a line number range of 8000 or 9000 will be assigned on new service requests. When a telephone number in this range is not available in the serving NXX(s), any line number range will be assigned.

This restriction will assist Overseas Operators in identifying Public Access Lines and preventing collect and third number calls from being billed to them.

PRIVATE PAYPHONE PROVIDERS HANDBOOK

CHAPTER 14

GENERAL CORRESPONDENCE

Purpose

This section has been included for the PPP's use in keeping correspondence and updates on various subjects received from BellSouth Telecommunications. State-specific updates may be filed behind their own tabs.

PRIVATE PAYPHONE PROVIDERS HANDBOOK

CHAPTER 15

GLOSSARY

<u>TERM</u>	<u>ACRONYM</u>	<u>DEFINITION</u>
Agency Authorization		A customer's written permission to allow another party to act for the customer to obtain services and/or information.
Area Calling Plan	ACP	A classification of exchange service which includes an individual line and an optional usage package for a stipulated monthly charge. Usage charges apply for outward completed local calling. ACP is available in all Mississippi exchanges.
Bank Letter of Credit		Security issued by a financial institution and accepted by BellSouth Telecommunications (BST) in lieu of deposits.
Bill of Sale		Document used to transfer ownership and associated liabilities for purchased equipment from BST to the buyer.
Billed Name or Party		Person or entity to which an account is billed and who is ultimately responsible for all charges on said account.
Blanket Agency Agreement		An agreement between a Private Payphone Provider (PPP) and BST that allows the PPP to disconnect or obtain service. The agreement allows the PPP to transact business with BST without having to submit the Customer Agency Authorization for each service request.

continued on the next page

PRIVATE PAYPHONE PROVIDERS HANDBOOK

Glossary (continued)

<u>TERM</u>	<u>ACRONYM</u>	<u>DEFINITION</u>
Bell Operating Company	BOC	Regulated entity of the former Bell System companies. BellSouth Telecommunications is a BOC.
Billed Number Screening	BNS	Service feature which provides the capability to block or prevent collect and third number calls from being billed to a Public Access Line.
Central Office	CO	Location of switching equipment used to connect subscribers into the network.
Class of Service	COS	Identification given to accounts for the purpose of revenue classification of service. Class of service may vary depending on services offered.
Company Code Dialing		When placing an interLATA call, a caller can select the long distance company of their choice on a call-by-call basis. The caller can select the long distance company by dialing the five digit company code (10XXX).
Customer		See "Subscriber."
Customer Provided Equipment	CPE	Terminal equipment in customer's premises which is either leased or purchased.
Customer Agency Authorization		An agreement a customer has with another party, which authorizes this second party to act as the customer's agent for their specified telecommunications requirements.
End User Subscriber	EUCL	Charge billed to subscriber and mandated by the FCC to compensate the BOC for origination and termination of interLATA calls.

continued on the next page

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Glossary, continued

TERM	ACRONYM	DEFINITION
Entrance Bridge		Coupling device connecting customer's inside wiring to BST network interface.
Equal Access		Term used to describe the process of providing all Interexchange Carriers with access to the long distance network that is equal in type and quality to that offered by AT&T.
Flat Rate Service		A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.
General Subscriber Service Tariff	GSST	See Tariff
Independent Payphone Providers	IPP	Company or individual who owns or operates Customer Owned Coin/Coinless Operated Telephone equipment.
Independent Payphone Provider Service Center	IPPSC	Designated point-of-contact within BST for matters involving Public Access Line Service
Inside Wiring		Wiring located on the customer's side of network interface, usually leading to a jack.
Interexchange Carrier	IC	Carrier that provides long distance service between designated service areas, interLATA or interstate.
InterLATA		Between two or more LATAs.
International Call Blocking		Blocking of 011+ direct distance dialed calls out the North American Numbering Plan area
Interstate		Between two or more states.
IntraLATA		Within the same LATA.
Intrastate		Within the same state.

continued on the next page

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Glossary, continued

TERM	ACRONYM	DEFINITION
Jack		Coupling device connecting terminal equipment to inside wiring.
Line Information Data Base	LIDB	The data base used to verify Billed Number Screening features i.e., Third Number and Collect Blocking
Local Access Transport Area	LATA	Geographical area in which a BOC may transmit calls. BOCs cannot carry calls outside of a LATA.
Local Exchange Telephone Company	LEC	Regulated telephone company offering local exchange service in a given area.
Measured Rate Service		Rate type that bills a usage charge per minute for outward completed local calls, in addition to a stipulated monthly charge.
Message Rate Service		Local calls are billed at a specific rate regardless of the length of the call.
Network Interface	NI	Point of demarcation between inside wiring and BST network facilities.
Operator Screening		Service feature that prevents operator assisted sent paid, local and IntraLATA calls, initially routed to and handled by BST's operator, from being billed back to the originating telephone.
Outside Wiring		Wiring on the BST side of the network interface.
Premises		Space occupied by a customer in/on a single building or in connecting buildings not separated by a public highway.
Protective and Support Equipment		Concrete base pads, guard posts, traffic bumpers and in-ground mast poles offered for sale by BST at some locations.

continued on the next page

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Glossary, continued

TERM	ACRONYM	DEFINITION
Public Access Line		Type of line provided for use with Customer Owned Coin/Coinless Operated Telephones (COCOTS).
Public Service Commission/ Public Utilities Commission	PSC/PUC	State government agency which regulated the activities of BST and other local exchange telephone companies. This Agency approves all tariffs pertaining to telephone service in the state.
Public (BST) Telephone		An exchange station installed at BST's option for the use of the general public.
Semi-Public (BST) Telephone		An exchange station that is reasonably accessible to the public. It is installed by BST at the request of the subscriber.
Set Use Fee		An additional charge in the amount of \$.25 applied to a completed intraLATA non-sent paid call (0+ and 0-) originating from a pay telephone (Florida only).
Site Preparation		All protective and support equipment at a station location.
Subscriber		Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency who subscribes to BST service and appears as the billing responsibility on a BST bill.
Surety Bond		Security issued by a surety company and accepted by the VPC in lieu of a deposit.
Tariff		Official document filed with and approved by each state's PSC outlining the terms and conditions by which BST provides telecommunications service in the state.

continued on the next page

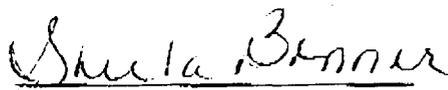
INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Glossary, continued

TERM	ACRONYM	DEFINITION
Usage Rate		Rate type that bill a usage charge per minute on outgoing local calls.
Usage Sensitive Three-Way Calling		A feature available in certain central offices on a per-call basis that enables the user to add another party to a call already in progress.
Vendor		Individual or company who resells telephone service. See also Independent Payphone Provider.

CERTIFICATE OF SERVICE

I hereby certify that I have this 15th day of January, 1997 served the following parties to this action with a copy of the foregoing BELLSOUTH REPLY by placing a true and correct copy of the same in the United States Mail, postage prepaid, addressed to the parties on the attached service list.


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Sheila Bonner

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