

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "2" For GROUP LISTS. Then Enter One Of The Following Based On The Change Required:
 - "1" — CREATE a new list
 - "2" — EDIT an existing list
 - "3" — DELETE an existing list
 - "4" — REVIEW or RENAME existing lists
5. Follow Prompts To Modify The Group Distribution List. When Creating A List:
 - Enter a list number from 11 to 20
 - Record a name for the list
 - Enter the mailbox number(s) to add/remove from the list
 - Press "1" to listen to the list.

10.5.4.6 To Change A Password:

MemoryCall® Deluxe Voice Messaging customers served from an Octel platform are permitted to assign multiple passwords to their mailbox. Customers can give out Guest or Home passwords to parties with whom they communicate frequently. This enables the customer the guest to send voice mail messages back and forth using a portion of the customer's mailbox. No other customer or guest can retrieve these messages. Messages sent between Guest/Home users and the customer are considered part of the total message count (30 messages) permitted for the mailbox.

However, unlike Personal or Extension Mailboxes, callers can only leave messages for the primary customer. No menu is given to callers allowing them to leave messages in Guest or Home mailboxes. The customer must use the Personal password whenever he/she wants to retrieve messages left by telephone callers.

A Secretary Password can be used by a person authorized by the customer to enter the mailbox and obtain envelope information for messages. However, the Secretary cannot actually hear a message left in the customer's mailbox. Nor can the Secretary reply to any messages left in the customer's mailbox.

Octel passwords can be from 5 to 15 digits in length. Deluxe Voice Messaging customers can change these passwords at any time using the following instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "1" For PASSWORDS. Then Enter One Of The Following Based On The Password To Be Changed:

- "1" — GUEST 1
- "2" — GUEST 2
- "3" — HOME (can also be used as a third Guest Mailbox.)
- "4" — SECRETARY
- "5" — PERSONAL (main password)

5. Follow Prompts To Enter New Passwords.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The customer must contact BellSouth's Service Center to place an order for this purpose. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost.

10.5.4.7 To Change Prompt Levels:

Audible prompts are provided by MemoryCall® service to tell a customer what choices are available from the Main or other menus. Three levels of prompting are permitted. The default is the Standard Prompt level. This prompt level lists those menu choices used most frequently by customers. Extended Prompts list all menu choices including more advanced features. Rapid Prompts also cover all features but are very brief. Use the following instructions to change prompt levels:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "3" For PROMPT LEVELS. Then Enter One Of The Following Based On The Desired Prompt Level:
 - "1" — STANDARD prompts;
 - "2" — EXTENDED prompts; or
 - "3" — RAPID prompts.

10.5.4.8 To Control Date/Time Option:

MemoryCall® automatically plays a message's date and time before the message is heard. Deluxe customers can turn off automatic date and time playback if desired from the Administrative Options menu. Customers can still hear a message's date and time by requesting envelope information even when Date/Time Control is set to off.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "4" For DATE/TIME. Then Enter One Of The Following:
 - "1" — Date/Time turned ON
 - "2" — Date/Time turned OFF

Note: The date and time played by the Octel indicates when the message was received (for new messages) or last saved (for archived messages). Once a message is saved, the recording date and time is lost.

10.5.4.9 To Change A Greeting or Recorded Name:

MemoryCall® Deluxe Voice Messaging customers can have two different greetings. The Personal Greeting is the one used most frequently. Customers served by an Octel have the option of recording their own personal greeting or selecting a standard personal greeting. The standard personal greeting uses the Recorded Name to prompt callers to leave a message. The text of the standard personal greeting is *"At the tone, please record your message to [Recorded Name]. When you have finished recording you may hang up or press 1 for more options. Beep."*

The Recorded Name serves two other purposes. First, it is played to the customer when accessing his/her mailbox prior to the password prompt. Secondly, the Recorded Name is also played by MemoryCall® to confirm a mailbox number whenever someone sends the customer a message.

An Extended Absence Greeting can be recorded and selected instead of the Personal Greeting when the customer is away from his/her home or office for long periods of time. Callers cannot skip over an Extended Absence Greeting to leave a message. They must hear the entire greeting before recording their message. Extended Absence Greetings are useful when the customer is not able to check for messages for some time.

To record a personal greeting, extended absence greeting or user name:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "3" For GREETINGS. Then Enter One Of The Following:
 - "1" — PERSONAL GREETING. If "1" is selected, the customer is prompted further as follows:
 - Press "1" to use the standard personal greeting or
 - Press "2" to record a personal greeting.
 - "2" — EXTENDED ABSENCE GREETING

- "3" — NAME

4. Follow Prompts To Record and Save The New Greeting Or Name.

10.5.4.10 To Turn On/Off Outcall Notification and Message Waiting:

Deluxe Voice Messaging customers have the ability to control when and how MemoryCall® notifies them of new messages. Outcall Notification schedules can contact the customer through a pager or some other telephone number. Message Waiting Indication activates stutter dial tone on the customer's phone line.

Customers must have Message Waiting Indication on their line and service order for selections "3" and "4" to be available (see instructions below). Selecting "4" — Message Waiting Off does not disable the MWI switch feature. Instead, it tells the Octel platform not to send MWI activation requests to the switch when new messages are received. The Octel will begin sending MWI requests to the switch again when "3" — Message Waiting On has been selected.

Outcall Notification and Message Waiting can be controlled by the customer using the following instructions. A separate menu (see following section) is required to set up an outcall notification or pager schedule.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "1" For NOTIFICATION ON/OFF.
4. Listen To Current Notification And Message Waiting Status.
5. Select One Of The Following:
 - "1" — Turn NOTIFICATION ON
 - "2" — Turn NOTIFICATION OFF
 - "3" — Turn MESSAGE WAITING ON
 - "4" — Turn MESSAGE WAITING OFF

10.5.4.11 To Modify Notification Schedule(s):

Mailbox customers served from an Octel platform are allowed up to three different notification schedules:

- **Schedule 1 or Pager Schedule** can be used for outcall notification to a pager or a non-pager telephone number (e.g., local or toll-free) as follows:
 - Outcall to a Telephone Number — The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.
 - Outcall to a Pager — Schedule 1 becomes a pager schedule if a pager type is specified on the service order using the VMO FID. The pager schedule cannot

be used for outcall notification to a non-pager number. No verbal message or prompting is provided. The pager schedule utilizes special dial strings programmed into the Octel to work with digital or PIN driven pagers. The dial string used is based on the pager type shown behind the VMO FID.

- **Schedule 2** is reserved for outcall notification to non-pager local or toll-free numbers only. No special dial strings are outpulsed in conjunction with this number. The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.
- **A Temporary Schedule** is available to override Pager/Schedule 1 and Schedule 2 and can be used for holidays or other special time periods. The Temporary Schedule supports calls to non-pager local and toll-free numbers only and cannot be used with a pager number. Pager/Schedule 1 and Schedule 2 automatically resume when the Temporary Schedule expires or is cancelled by the user.

Schedules 1 and 2 can be active at the same time as long as the times do not overlap. The two schedules remain in effect unless 1) one or both schedules are cancelled, 2) notification is turned off (see previous section), or 3) the Temporary Schedule is active. The following must be specified for each notification schedule:

- the telephone number or pager number to be contacted,
- start and stop times for notification (when notification is permitted),
- the types of messages which will generate an outcall or page (e.g., Urgent or All messages),
- how quickly the number or pager will be called after a message is received, and
- for Temporary Schedules only, the number of days the schedule will remain in effect. At the end of this time, Pager/Schedule 1 and/or Schedule 2 become active again.

MemoryCall® attempts to contact the customer up to three times, 20 minutes apart when a new message is received. If a busy signal is encountered during the outcall/page, MemoryCall® tries six more times every three (3) minutes. To establish a notification schedule, follow the instructions listed below:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "4" For NOTIFICATION SCHEDULE. Then Enter One Of The Following Schedules:
 - "1" — FIRST/PAGER SCHEDULE

Note: If MemoryCall® prompts for "First" schedule, the mailbox has been built without pager support. The words "Pager Schedule" will be spoken by MemoryCall® only if the mailbox has been programmed with pager capability.

- "2" — SECOND SCHEDULE
 - "3" — TEMPORARY SCHEDULE
4. For existing schedules, MemoryCall® will first ask if the user wishes to update (Press "1") or cancel/delete (Press "2") the selected schedule. If the schedule does not already exist, MemoryCall® will begin prompting the caller to establish the schedule. The following prompts are heard when establishing or updating a schedule:
- Enter number of days schedule to be in effect (*Temporary Schedule only*.)
 - Enter the number to be paged or called.
 - Enter the weekday start time then "1" for AM or "2" for PM. To indicate no weekday notification spell "NO" on the touchtone pad (same as "6-6").
 - Enter the weekday stop time then "1" for AM or "2" for PM.
 - Enter the weekend start time then "1" for AM or "2" for PM. To indicate no weekend notification spell "NO" on the touchtone pad (same as "6-6").
 - Enter the weekend stop time then "1" for AM or "2" for PM.
 - Enter the type of message to cause notification:
 - "1" for ALL messages or
 - "2" for URGENT ONLY.
 - Enter one of the following numbers to tell MemoryCall® how soon after a message is received to place the outcall or page:
 - "1" — 1 Hour
 - "2" — 2 Hours
 - "3" — 4 Hours
 - "4" — After one day
 - "5" — Immediately after message received
 - "6" — Never notify the customer

Note: MemoryCall® will prompt the customer for one of the above notification intervals for both urgent and non-urgent messages if the customer has requested to be notified of all messages. For example, a customer can be notified immediately of all urgent messages and after 2 hours for non-urgent messages.

10.5.4.12 Miscellaneous Keys:

- From the Main Menu, Press "5" to RESTART the MemoryCall® session. The standard system greeting is heard asking the user to enter a mailbox number.
- Press "0" at any time for HELP or additional assistance.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

10.5.5 BTI Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a Deluxe Voice Messaging mailbox on a BTI platform. Other options may be available. Refer to detailed instructions in this section for additional information.

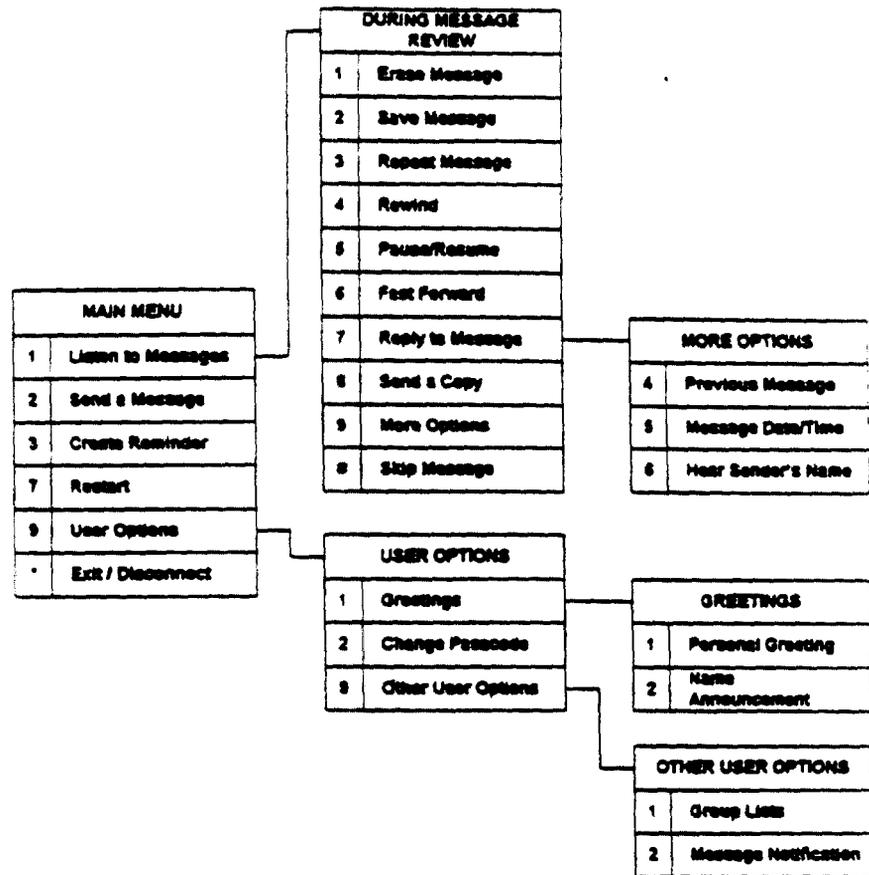


Figure 21 BTI Deluxe Voice Messaging Menus

10.5.5.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal greeting. MemoryCall® plays an announcement similar to the following after the customer's personal greeting: *"Please record after the tone. To end your message you may hang up or press pound '#' for more options."* The following instructions apply when callers leave a message in the customer's mailbox.

During the greeting the caller can press:

- “#” to skip the greeting and begin recording or
- “0” to transfer to a customer-provided operator or attendant.

While recording a message the caller can:

- Hang up to send the message as is and disconnect;
- Press “*” to cancel message and disconnect; or
- Press “#” to end the recording and hear more options. Those options include:
 - “1” — To send the message and disconnect.
 - “2” — To erase and re-record the message.
 - “3” — Review the message.
 - “9” — To set delivery options. Those options are:
 - Press “1” for URGENT DELIVERY
 - Press “2” for PRIVATE DELIVERY
 - “0” — Cancel message and transfer to a customer-provided operator or attendant.
 - “*” — Cancel message and disconnect.

10.5.5.2 To Listen to Messages:

Customers can call into MemoryCall® from any touchtone-capable telephone to retrieve messages. The following instructions apply to message retrieval for Deluxe Voice Messaging mailboxes on BTI platforms:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press “1”.
3. Hear Date And Time When Message Recorded.
4. During Message Review Press:
 - “1” — ERASE the current message
 - “2” — SAVE message just heard
 - “3” — REPEAT message
 - “4” — REWIND the current message back 5 seconds
 - “5” — PAUSE message review for 20 seconds or press any key to resume
 - “6” — FAST FORWARD 5 seconds through the message
 - “7” — REPLY to message just heard (original message must be from another MemoryCall® customer on the same serving platform)
 - “8” — SEND A COPY to another mailbox customer. (For delivery options, see “To Send a Message...” in the next section)
 - “9” — MORE OPTIONS including:

- "9-4" — Listen to the PREVIOUS MESSAGE
- "9-5" — Hear the DATE/TIME the current message was received
- "9-6" — Hear the SENDER'S NAME
- "0" for HELP
- "*" to SKIP the current message
- "" to CANCEL message review and return to Main Menu

Note: Messages are not truly deleted until the customer hangs up or disconnects from his/her mailbox. Deleted messages can still be heard or saved by returning to the Main Menu and listening to the message again. Pressing "7" at the Main Menu to restart the MemoryCall® session will end the current session and delete all erased messages. Restart does not undelete messages.

10.5.5.3 To Send a Message to Other MemoryCall® Customers:

Deluxe Voice Messaging customers have the ability to send messages to other MemoryCall® Deluxe or Voice Messaging customers. Usually, the recipient is an employee of or associated with the sender's business or organization. Messaging is a valuable tool for communicating with other parties without placing a phone call.

Group Distribution Lists further enhance the value of this tool. Group Lists allow the customer to send the same message to multiple parties without entering the mailbox number for each recipient (see instructions later in this section for managing Group Lists.)

To send a message to one or more parties, use the following instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "2".
3. Enter Destination Mailbox Number or Group List Number. Press "*" When Complete.
4. Record Message Then Press "*".
5. Choose From One Of The Following:
 - "1" — SEND the message
 - "2" — CHANGE the recorded message
 - "3" — REVIEW the message
 - "4" — SEND COPY to someone else
 - "9" — DELIVERY OPTIONS. Available options are:
 - "1" — URGENT delivery
 - "2" — PRIVATE delivery
 - "3" — Request RETURN RECEIPT
 - "4" — FUTURE DELIVERY. If this option is selected, user is prompted for a future delivery date and time one year from the recording date

10.5.5.4 To Manage Group Distribution Lists:

Group Distribution Lists allow a customer to send a message to multiple MemoryCall® customers without entering each destination mailbox number. Once a list is built, the customer merely enters the number of the list to send a message to all mailboxes on the Distribution List. Each list is identified by a two-digit number and a name recorded by the customer.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "9" For OTHER OPTIONS.
4. Press "1" For GROUP LISTS. Then Enter One Of The Following Based On Type Of Change Required:
 - "1" — REVIEW a list
 - "2" — CHANGE an existing list
 - "3" — DELETE an existing list
 - "4" — CREATE a new list
5. Follow Prompts To Modify Group Distribution Lists

10.5.5.5 To Change A Password:

Deluxe Voice Messaging customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailbox. No Home/Guest mailboxes are provided for Deluxe Voice Messaging mailboxes on a BTI platform.

In some BTI literature, passwords are referred to as passcodes. BTI Passwords/Passcodes can be from 5 to 10 digits in length. Use the following steps to change a password for a Deluxe Voice Messaging mailbox:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "2" For PASSCODE.
4. Enter a 5-10 Digit Password. Then "1" To Keep Or "2" To Change.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The customer must contact BellSouth's Service Center to place an order for this purpose. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost.

10.5.5.6 To Change A Greeting or Recorded Name:

MemoryCall® Deluxe Voice Messaging customers can record their own personal greeting at any time. No standard personal greeting is available for customers served from a BTI platform. Once recorded, customers can mark their greeting for Extended Absence.

A personal greeting marked for Extended Absence can be used when the customer is away from his/her home or office for long time periods. Callers cannot skip over an Extended Absence Greeting to leave a message. They must hear the entire greeting before recording their message. Extended Absence Greetings are useful when the customer is not able to check for messages for some time.

In addition to a greeting, Deluxe Voice Messaging customers must record a Name. The Recorded Name is heard by the customer when accessing his/her mailbox prior to the password prompt. The Recorded Name is also played by MemoryCall® to confirm a mailbox number whenever someone sends the customer a message.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "1" For GREETINGS/NAMES. Then Enter One Of The Following:
 - "1" — PERSONAL GREETING. The following options are available:
 - "1" — Review the Personal Greeting. After the greeting is played, the user is allowed to:
 - "1" — Keep the existing greeting.
 - "2" — Change the existing greeting.
 - "3" — Mark/Unmark the existing greeting for EXTENDED ABSENCE.
 - "2" — Change the Personal Greeting. The user is prompted to record greeting and press "#". The greeting is played back to the user and the following prompts are given:
 - "1" — Keep the new greeting.
 - "2" — Change the new greeting.

- "3" — Keep the new greeting and mark it for EXTENDED ABSENCE.
- "2" — RECORDED NAME. The following options are available:
 - "1" — Review the Recorded Name. After the name is played, the user is allowed to:
 - "1" — Keep the existing recorded name.
 - "2" — Change the existing recorded name.
 - "2" — Change the Recorded Name. The user is prompted to record a new name and press "#". The name is played back to the user and the following prompts are given:
 - "1" — Keep the new recorded name.
 - "2" — Change the new recorded name.

10.5.5.7 To Control Notification Schedule(s):

Deluxe Voice Messaging customers served from a BTI platform are allowed two different notification schedules: a Pager Schedule and a Special Delivery Schedule. Both may be active at the same time. When notification is turned on, it is active 24 hours a day, seven days a week, including holidays.

The first schedule is reserved for paging. It utilizes special dial strings programmed into the BTI to work with tone, voice, digital or PIN driven pagers. The type of pager and dial string used is based on the VMO FID shown behind the Deluxe Voice Messaging service order USOC.

The second or Special Delivery schedule is for outcall notification to non-pager local or toll-free numbers. No special dial strings are outpulsed in conjunction with this number. The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.

The following must be specified for each notification schedule:

- the telephone number or pager number to be contacted;
- the types of messages which will generate an outcall or page (e.g., Urgent or All messages); and
- whether messages from all parties will cause notification or only messages from a specific mailbox.

The last item on the above list allows the user to be notified only when messages are received from a single person (e.g., boss, client, or some other MemoryCall® user.) When notification occurs, MemoryCall® will attempt to contact the customer up to three times, 20 minutes apart for any messages which meet the restrictions set by the customer. To program and control notification schedules, follow the instructions listed below:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "9" For OTHER USER OPTIONS.
4. Press "2" For MESSAGE NOTIFICATION.
5. Select The Schedule To Be Created, Changed Or Modified By Choosing One Of The Following:
 - "2" for PAGER NOTIFICATION
 - "3" for SPECIAL DELIVERY SCHEDULE
6. Use The Following Options To Control Either Notification Schedule:
 - "1" — TURN ON/OFF schedule
 - "2" — REVIEW the number to be called
 - "3" — SET or CHANGE number to be called (or "3 - #" to delete a schedule)
 - "9" — RESTRICTION OPTIONS determine if the user is notified 1) for all messages or only urgent messages and 2) for messages from all parties or from a single sender. Once set, restrictions apply to both schedules.

10.5.5.8 To Create a Reminder Message:

MemoryCall® customers served from a BTI platform are allowed to record, schedule and send themselves a reminder message at any time during the next year. Up to three Reminder messages can be recorded, each up to 30 seconds in length. MemoryCall® service will call the customer's phone number and play back a Reminder message at the date and time scheduled. To use MemoryCall®'s Reminder feature, follow these instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "3" For REMINDERS.
3. Select from either of the following:
 - "1" — Create a Reminder message.
 - Enter "2" to send the Reminder only once (required).
 - Follow prompts to schedule date and time for message delivery.
 - Enter the scheduled month (1 through 12) or press "*" for delivery within the next 24 hours.
 - Enter the date (1 through 31). Not required if "*" already entered.
 - Enter the time (e.g. 715 for 7:15).
 - Indicate AM (1) or PM (2) delivery.
 - Record message.
 - Press "*" to end recording.
 - Reminder saved and scheduled. User returned to Main Menu.
 - "2" — Review or cancel an existing Reminder.

- Listen to number of Reminders set.
- Press "2" to continue or "*" to exit Reminder feature.
- MemoryCall® states the scheduled time for each Reminder. After each Reminder, the user is prompted for one of the following:
 - "1" — Listen to Reminder message.
 - "2" — Skip to next Reminder (if more than one scheduled).
 - "3" — Cancel/Delete Reminder.
 - "*" — Exit Reminder feature.
- "*" — To exit Reminder feature.

10.5.5.9 To Listen to a Reminder Message:

MemoryCall® will contact the customer at his/her telephone number with a reminder message on the date and time scheduled for each message. A second attempt to contact the customer at his/her main number is made 10 minutes after the first attempt. If still no answer, the message is placed in the customer's mailbox for retrieval during message review.

The following announcement will be heard when the customer answers the telephone: *"This is your BellSouth MemoryCall® service with a reminder message for [Mailbox Recorded Name]. To listen to this reminder, press 1. To save the reminder in your mailbox, hang up."*

To listen to the message, the customer merely presses "1" on his/her touchtone key pad. After listening to the reminder message, the customer can have it sent again at a later date. To resend the reminder, the customer should press "4" and follow the prompts to reschedule the message.

If someone else answers the customer's reminder call and does not press "1," MemoryCall® will automatically save the message as a new message in the customer's mailbox.

Note: MemoryCall® will not call the customer if his/her telephone number does not match the mailbox number (e.g., non-integrated service with a Surrogate Client Number). Instead, messages will be automatically saved in the customer's mailbox.

10.5.5.10 Miscellaneous Keys:

- From the Main Menu, Press "7" to RESTART the MemoryCall® session. MemoryCall® will ask the customer to enter a new mailbox number and passcode.
- Press "0" at any time for HELP or additional assistance.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

10.5.6 ECC Mailbox Operating Instructions

MemoryCall® Deluxe Voice Messaging mailboxes are currently unavailable on ECC platforms. This section will be updated in the future when this mailbox type is offered from ECC.

TAB 56

Version 1 - March, 1997

**MESSAGE RATE TELECOMMUNICATIONS SERVICE (MTS)
INFORMATION PACKAGE**

(This information is provided solely as a convenient reference for BellSouth's customers. While BellSouth believes information contained herein to be consistent with applicable tariffs, the tariffs shall prevail in any instance in which an inconsistency may exist)

**MESSAGE RATE TELECOMMUNICATIONS SERVICE (MTS)
INFORMATION PACKAGE**

I. Service Description

A. Basic Service Features

MTS, referred to as local toll (or long distance), provides calling to points which are outside of the basic local calling area but within the defined Local Access Transport Area (LATA).

B. Basic Service Capabilities

MTS is offered on a station-to-station or person-to-person basis. The station-to-station class of service is furnished on a customer dialed calling card basis, an operator handled basis, or a dial station to station basis.

2. Tariff References

MTS is located in Section A18 of the General Subscriber Service Tariff (GSST).

3. Installation Intervals - Normal installation intervals apply for this service.

4. Service Inquiry and Ordering Guidelines

Following are the forms that should be submitted to the LCSC for order issuance:

- Local Service Request Form
- End User Information Form
- Resale Service Form

Copies of the forms with line-by-line instructions are located in the Resale Ordering Guide.

TAB 57

**MEASURED/MESSAGE RATE SERVICE
INFORMATION PACKAGE**

(This information is provided solely as a convenient reference for BellSouth's customers. While BellSouth believes information contained herein to be consistent with applicable tariffs, the tariffs shall prevail in any instance in which an inconsistency may exist.)

MEASURED/MESSAGE RATE SERVICE INFORMATION PACKAGE

I. Service Description

A. Basic Service Features

Measured/Message Rate service is the monthly service that is provided to customers and includes a usage component. Measured service includes local calling in their defined local exchange area that is priced based on amount of outbound calling. Message Rate service typically includes a per message rate above a specified monthly number of messages. Refer to Attachment A for a brief description of the active plans in the appropriate state.

B. Basic Service Capabilities

Measured/Message Rate service provides dial tone access for both local and long distance calling and is an alternative to flat rate service.

2. Tariff References/Price List References

A. Tariff Reference

The location of the various Measured/Message Rate service in the General Subscriber Service Tariff (GSST) varies by plan and, in some cases, by state. Refer to Attachment A for a listing of the plans and the tariff reference for each.

B. Pricing Structure and Description

Pricing structures are plan specific and could be one or more of the following:

- **Non-recurring charge (NRC):** Service charges specified in Section A4 of the GSST may be applicable.
- **Recurring Charge:** A flat recurring monthly amount may be billed monthly in advance.
- **Usage Charges:** Usage charges may apply. These charges are billed in arrears and may be subject time of day and holiday discounts.

Refer to Attachment A, attached, for plan specific information.

3. Installation Intervals - Normal installation intervals apply for these services.

4. Service Inquiry and Ordering Guidelines

Following are the forms that should be submitted to the LCSC for ordering:

- Local Service Request Form
- End User Information Form
- Resale Service Form

Copies of the forms and line-by-line instructions for completion are located in the Resale Ordering Guide.

**MESSAGE/MEASURED RATE SERVICE
INFORMATION PACKAGE
Attachment A**

State	Plan	Tariff Location	Plan Description
Alabama			NA
Florida	Message Rate	A3	Message Rate service applies to the basic local calling area. Subscribers are charged \$.25 per call after a 30 message monthly call allowance per line.
	Optional Measured Service - Local	A3	This plan provides for Local Measured service in the basic local calling area. The monthly recurring rates contains an allowance of \$3.00 per line. The local calling area is divided into 2 or 3 bands and is offered in the Cocoa, Cocoa Beach, Eau Gallie, Melbourne and Titusville exchanges only.
Georgia	Georgia Community Calling (GCC)	A3	SEE OPTIONAL CALLING PLANS
Kentucky			NA
Louisiana			NA
Mississippi			NA
North Carolina			NA
South Carolina			NA
Tennessee	Measured Rate	A3	Provides measured local calling in the basic local calling area. There is a usage allowance, and there is no cap.
	Message Rate	A3	Provides message rate local calling in the basic local calling area. There is a usage allowance and there is no cap. Usage is priced on a per call basis at \$.10 per call.

Note: Grandfathered plans are not included in this attachment.

TAB 58

**MULTISERVSM / MULTISERVSM PLUS SERVICE
CLEC Informational Package**

(This information is provided solely as a convenient reference for BellSouth's customers. While BellSouth believes information contained herein to be consistent with applicable tariffs, the tariffs shall prevail in any instance in which an inconsistency may exist.)

MULTISERVSM SERVICE

1. Service Overview

MultiServ Service is a tariffed BellSouth Telecommunications Service offering. The following describes the application of this service in the intraLATA market only.

What is it?

MultiServ service provides an arrangement of switching equipment and station lines for intercommunicating among the system station lines and for connecting through the local and long distance message network to other subscribers on a dial basis. The services are furnished from 1AESS, DMS-100, 5ESS and EWSD central office equipment located on Company premises and associated facilities arranged to provide basic service capabilities / features. This service is a central office based service which is feature rich. This service is one of BellSouth's replacement services for the products known as ESSXR service and Digital ESSXR service.

MultiServ Service Characteristics

- ◆ Central Office based telecommunications exchange service.
- ◆ No switching equipment is required on the customer's premises.
- ◆ Each line terminates on a cable pair extended from the CO to the customer's premises.
- ◆ An RJ21X jack is the interface between the customer equipment and the station line.
- ◆ The customer is responsible for the connection of lines into their terminating equipment (telephone sets).
- ◆ Each line has a 7-digit telephone number.
- ◆ Customer must have a minimum of two (2) station links per system.
- ◆ There is no network blocking in the form of Network Access Registers (NARs).

ISDN service, MegaLink service, Channalized MegaLink service and Synchronet service may be ordered from other BellSouth Telecommunications, Inc. tariffs in conjunction with MultiServ service.

Major Components of MultiServ Service

Exchange Network ⇒ Central Office Common Block ⇒ Main Station Links ⇒ Jack (RJ21X) ⇒ Phones

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