(Revised 1/16/08)



Payphone Service Provider

Customer Handbook

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Introduction to the Customer Handbook

Who is it for?

Payphones represent an important convenience to the public and a valuable source of revenue for the Payphone Service Providers (PSPs) and AT&T 12-STATE. [1]

This Payphone Service Provider handbook is intended to provide Payphone Service Providers with an overview of responsibilities, regulations, and products/services. It is not intended to be an all-inclusive listing of legal and regulatory requirements relating to payphones. Some of the products/services discussed in this handbook are covered by tariffs. Nothing in this handbook is intended to supersede any effective tariff of AT&T 12-STATE. In the event of any conflict between this handbook and any effective AT&T 12-STATE tariff, the tariff shall govern.

Why read it?

The PSP Customer Handbook provides helpful information for ordering service and operating as a PSP. This information is particularly beneficial for new PSPs, but may also assist the more experienced PSPs.

[1] The AT&T Companies are Illinois Bell Telephone Company d/b/a AT&T Illinois, Indiana Bell Telephone Company Incorporated d/b/a AT&T Indiana, Michigan Bell Telephone Company d/b/a AT&T Michigan, Nevada Bell Telephone Company d/b/a AT&T Nevada, The Ohio Bell Telephone Company d/b/a AT&T Ohio, Pacific Bell Telephone Company d/b/a AT&T California, Southwestern Bell Telephone, L.P. d/b/a AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma and/or AT&T Texas, and Wisconsin Bell, Inc. d/b/a AT&T Wisconsin

Section 1: Customer Contact Information

ASC
The Access Service Center (ASC) is the designated point of contact for PSPs.

ASC Purpose
The ASC coordinates and facilitates PSP customer service requests involving the installation of AT&T 12-STATE services.

Responsibilities
The ASC provides the following functions:

- Coordination of service requests involving installation, removal, and relocation of network service
- Confirmation and/or notification of the receipt of service requests
- Notification, written, if a due date needs to be modified
- Contact point for resolution of service issues associated with installation before completion
- Retention of Letters of Authorization
- Administration of Service Agreement forms to comply with local Utility Regulatory Commissions
- Response to billing inquiries

PSP Support Team
The PSP Support Team serves Payphone Service Providers. The team includes:

Customer Service
PSPs can reach a Service Representative for service order placement and billing inquiries, at the following numbers:

- 800 924-3666
- FAX number: 800 805-3555

Completed order forms can also be e-mailed to payphones@att.com

ASC Manager

- Jesseca Silva-Ajdukovich
  214 268-9392

Mailing Address for ASC
1410 Renner Road
Room 150
Richardson, TX 75082

ASC Hours of Operation
8:30 a.m. – 5:00 p.m. CST

Monday through Friday
Payphone Repair Service
On installation date:
- 800 924-3666

After installation date:

Arkansas, Kansas, Missouri, Oklahoma & Texas
- 800 286-8313

California
- 800 750-2355

Nevada
- Reno Local Area − 775 333-4611
- Outside Reno Local Area − 877 469-2355

Illinois, Indiana, Michigan, Ohio & Wisconsin
- 866 744-4462

Account / Sales Support Manager
The Sales Support Manager provides sales support on service-related issues, assists Account Manager in contract implementation and serves as a point of escalation for PSP concerns. The Sales Support Manager also provides technical and network support for PSPs, helps resolve service issues, improves installation and repair processes, and brings long-term improvements in service.

- Andrew Teater
  714 284-3714
  Manage West (California and Nevada) Region

Sr. Account / Network Project Manager
The Account Manager implements complex projects and oversees the Sales Support Manager to ensure PSPs receive quality customer service. The Account Manager also serves as the team leader in developing service process improvements, negotiating, managing and implementing ICB Contracts and identifying new opportunities for PSPs.

- Tina Wong
  415 774-1987
  Manage West (California and Nevada) Region

Sr. Account / Network Project Manager
The Account Manager implements complex projects to ensure PSPs receive quality customer service. The Account Manager also serves as the team leader in developing service process improvements, negotiating, managing and implementing ICB Contracts and identifying new opportunities for PSPs.

- Howard White
  312-335-6707
  Manage SWBT (Texas, Missouri, Oklahoma, Kansas, and Arkansas), AIT (Wisconsin, Illinois, Ohio, Indiana, and Michigan) and SNET (Connecticut) Regions

Section 2: Registration Program - General Information

Overview

The Federal Communications Commission (FCC) Registration Program allows customer-provided terminal equipment and communication systems to be directly connected to the telephone network. Customers must comply fully with the Registration Program. This section is not intended to supplant FCC Part 68 Rules or Industry Technical References regarding any facet of the FCC Registration Program.

Registration Program concerns should be referred to the FCC. Any information related to the FCC registration of the PSP equipment itself should be directed to the respective equipment manufacturer and/or distributor.

Standard Jacks and Plugs

The manufacturer of the equipment should identify the appropriate jack that the PSP should request from the ASC.

The most commonly requested interface is an RJ11W (standard modular wall jack) or SNI (Standard Network Interface). This installation will become the PSPs' demarcation point. The demarcation point is the distinct point separating AT&T 12-STATE network cable and the premises owner's wiring.

PSP Certification/Registration

Before ordering service, the PSP must contact the applicable State Public Utility Commission and comply with all certification/registration requirements. See Obtaining Tariff Information (see page 10, following) for address information.

Section 3: Establishment of Credit/Deposit

Credit Requirements

Before a PSP can establish a new account, the ASC Service Representative must receive a completed PSP Order Form. The information provided on this form is used to determine account deposit requirements and can be found in AT&T Prime Access Home>>Payphone>>Forms.

Deposit Payments

Applicants for new service may be required to pay a deposit prior to establishment of the service. AT&T 12-STATE may require deposits from PSPs who have not established credit with AT&T 12-STATE or cannot meet established credit guidelines.

Payment for Service

The customer, who is the "responsible party," must pay all charges for local exchange service, as well as for any toll messages originating from or billed to the payphone.

Local service is billed one month in advance. Long distance and other service charges are billed for the past month.

All payments are due when bills are rendered. The billing date is shown at the top of each page of the bill. The "Past Due After" date is shown on page 1 of the bill.

Bill payments can be mailed or paid in person at any of AT&T 12-STATE authorized payment agencies. For other payment options, see Section 13: Business Billing and Payment Services.

Non-Payment of Bills

AT&T 12-STATE may discontinue all services to any customer who fails to pay current bills, even though that customer has made a deposit with AT&T 12-STATE. Non-payment of past due bills within ten days after AT&T 12-STATE has served or mailed a disconnect notice will result in the following actions being taken:

1. Denial of service

2. Refusal of new service applications until payment has been secured for all outstanding debts

3. In the case of billing disputes, payment must be rendered for the portion of the bill not in dispute, and service remains subject to denial if payment is not received

Section 4: Tariff Regulations

Overview

When a PSP payphone is placed for use by the public, the owner of the PSP payphone undertakes certain responsibilities. For example, the owner shall follow requirements set by each state's Public Utility Commission and the FCC. The Federal Communications Commission (FCC) is the chief regulatory agency for interstate telecommunications, including interstate payphone traffic.

Tariff Requirements

Tariff information referenced in this document is not intended to describe all applicable tariff regulations. PSPs should refer to the detailed information contained in the General Exchange Tariffs as follows:

State	Tariff
Arkansas	General Exchange, Section 47
California	Exchange Services, Section A5
Illinois	Tariff 19, Part 13, Section 2
Indiana	Tariff 20, Part 13, Section 2
Kansas	General Exchange, Section 39
Michigan	Tariff 20R, Part 13, Section 2
Missouri	General Exchange, Section 34
Nevada	Exchange Services, Section A5
Ohio	Tariff 20, Part 13, Section 2
Oklahoma	General Exchange, Payphone Exchange Access Service
Texas	General Exchange, Section 36
Wisconsin	Tariff 20, Part 13, Section 2

Tariffs are available from the following sources:

- State regulatory commission
- Public library
- Center for Communications Management Information (CCMI)
- The AT&T web site (see page 11, following)

See Obtaining Information (see page 10, following) for State Commission contact information.

Local cities, municipalities, or counties may have further ordinances governing the location or operation of payphones. Other regulations may be set forth in AT&T 12-STATE federal and/or state Access Service and other related tariffs. Be sure to review those requirements as well.

PSP Responsibilities
PSP responsibilities include, but are not limited to the following:

- Installation, operation, repair, and maintenance of the telephones and associated equipment
- Installation and maintenance of inside wiring and jacks
- Compliance with FCC posting requirements on equipment
- Registration of telephone/equipment with the FCC, or installation of equipment behind an FCC-registered coupler
- Installation of telephone/equipment in compliance with current National Electric Safety Codes and in compliance with Part 68 of the FCC Rules and Regulations.
- Compliance with any other federal, state, and local requirements.
- Compliance with Americans with Disability Act (ADA) regulations. *
- Compliance with federal, state, and local regulations on call rating.

*The Americans with Disabilities Act is federally mandated legislation. Payphones are addressed in The Act, and PSPs should review this legislation and comply as appropriate. The attached link provides detailed information. http://www.fcc.gov/cgb/dro/title4.html

Obtaining Tariff Information

State Regulatory Commissions

State	Commission Address	Telephone Number	Commission Website
Arkansas	Arkansas Public Service Commission 1000 Center Street Little Rock, AR 72201	501-682-2051	http://www.state.ar.us/psc/
California	California Public Utilities Commission 505 Van Ness Avenue San Francisco, CA 94102	415-703-2782	http://www.cpuc.ca.gov/
Illinois	Illinois Commerce Commission 527 East Capitol Avenue Springfield, IL 62701	217-782-7295	http://www.icc.state.il.us/home.aspx
Indiana	Indiana Utility Regulatory Commission 302 West Washington Street, Suite E-306 Indianapolis, IN 46204	317-232-2700	http://www.in.gov/iurc/
Kansas	Kansas Corporation Commission 1500 South West Arrowhead Road Topeka, KS, 66604	785-271-3100	http://www.kcc.state.ks.us/index.htm
Michigan	Michigan Public Service Commission 6545 Mercantile Way, Suite 7 Lansing, MI 48911	517-241-6180	http://www.michigan.gov/mpsc/
Missouri	Missouri Public Service Commission 200 Madison Street Jefferson City, MO 65102	573 751-3234	http://www.psc.state.mo.us/
Nevada	Public Utilities Commission of Nevada 1150 East William Street Carson City, NV 89701	775-684-6101	http://www.puc.state.nv.us/
Ohio	Public Utilities Commission of Ohio 180 East Broad Street Columbus, OH 43215	800-686-7826	http://www.puco.ohio.gov/puco.cfm
Oklahoma	Oklahoma Corporation Commission Jim Thorpe Building 2101 N Lincoln Blvd Oklahoma City, OK 73105	405-521-2211	http://www.occ.state.ok.us/
Texas	Public Utility Commission of Texas 1701 North Congress Avenue Austin, TX 78711	512-936-7000	http://www.puc.state.tx.us/
Wisconsin	Public Service Commission of Wisconsin 610 North Whitney Way Madison, WI 53707	608-266-5481	http://psc.wi.gov/

AT&T Web Site
Tariff information is available online at the SBC web site. To access the site, follow these steps:

- GO to www.att.com
- SELECT **Corporate Information** at the bottom of the screen
- SELECT **Public Policy/Tariffs** under the Company Information headline.
- SELECT **Regulatory Documents** and then **SBC Tariffs**.

Center for Communications Management
The Center for Communications Management (CCMI) will provide tariffs upon request for a fee. CCMI is not affiliated with AT&T.

- Call 1-888-275-2264
- Select Option 1 (Product Info and Sales) from the VRU and proceed to an Account Manager

Section 5: Payphone Service Provider Order Form

Order Form
The PSP Order form can be found in AT&T Prime Access Home>>Payphone>>Forms.

Make as many copies of the form as needed.

Use the same form for all service additions, changes or removals.

Mail, fax, or e-mail the completed form to the Access Service Center. The address, fax number, and e-mail address are shown on the order form.

Section 6: Letter of Agency Authorization

Letter of Agency Authorization

AT&T 12-STATE requires agency authorization to be on file before allowing a PSP to place service orders, or to receive information, on a premises owner's account. Proof of agency authorization must be provided to the ASC representative prior to processing any request for service(s).

There are two types of agency authorization:

- Individual Letter of Agency Authorization (LOA)
- Blanket Agency Agreement (BAA)

Agency authorization can be either of the following:

- Limited – Authorizes the PSP to handle specific services within a specified time period.
- General – Authorizes the PSP to act for the premises owner in providing all customers' communications requirements for an indefinite period of time.

If, after an agreement has been received, a premises owner claims an order placed by the PSP was not authorized or was placed incorrectly, the PSP will indemnify AT&T 12-STATE from damages or losses.

Individual Letter of Agency Authorization

An LOA is a premises owner's written authorization to allow a specific person, consultant, or PSP to act on the customer's behalf in obtaining communication services from AT&T 12-STATE.

The LOA authorizes the PSP to:

- Obtain copies of all network service and equipment records
- Obtain copies of all billing records*
- Order and handle negotiations for the installation of network and/or data services and equipment and coordinate the installation of telecommunications systems

*NOTE: If access to Customer Proprietary Network Information (CPNI) is not specifically authorized in the letter, the PSP may only use the LOA to place orders.

Requirements of Individual Letter of Agency

When a letter is submitted on a specific account, it must include the following information:

- Duration of the authority
  a) Limited (specific period of time) or
  b) General (indefinite period of time)

- Purpose of the authority
  a) Orders only or
  b) Orders and Customer Proprietary Network Information

Letters should be submitted on the premises owner's letterhead; however, letters submitted in any other format may be acceptable if otherwise complete. A sample Letter of Agency can be found in AT&T Prime Access Home>>Payphone>>Forms.

Customer Proprietary Network Information (CPNI)
All information concerning premises owner service is considered confidential, and such information will only be provided to the premises owner. However, with the premises owner's approval, the ASC may provide certain details to the authorized PSP. Upon receipt of the LOA, the ASC may provide information related to the premises owner's billing records.

This authorization does not include credit information, even with a letter on file. Credit information may be provided only to the premises owner.

Blanket Agency Agreement
Blanket Agency Agreement (BAA) is a contract between the PSP and AT&T 12-STATE that allows the PSP to place service order requests on behalf of multiple premises owner locations. The PSP may elect to file a one-time Blanket Agency Agreement in lieu of Individual Letter of Agency Authorizations.

The BAA for PSP companies provides this advantage:

- The PSP can transact business with AT&T 12-STATE without having to submit an Individual Letter of Agency for each request.

Requirements of Blanket Agency Agreement
The PSPs officer, owner, or other authorized representative must

- Have the authority to commit that PSP to the conditions of the agreement

- Act within the scope of the PSP authority as premises owner agent

- Possess current Individual Letter of Agency Authorization from each premises owner and maintain them in the PSP's files for submission upon request

- Indemnify AT&T 12-STATE against all damages or losses from premises owners who challenge an action or billing that has resulted from requests for information or service

A sample Blanket Agency Agreement can be found in AT&T Prime Access Home>>Payphone>>Forms.

Blanket Agency Agreement Restrictions
The BAA does not authorize the PSP to receive Customer Proprietary Network Information (CPNI). To obtain CPNI, the PSP must submit a signed Individual Letter of Authorization from the premises owner stating that the premises owner has authorized the release of billing and related information from the records.

Revocation and Refusal of Participation
The ASC reserves the right to revoke any existing BAA. The ASC may refuse to allow a PSP to participate in the BAA if the PSP submits inquiries or requests for information or services without proper premises owner's authorization.

In those cases, the PSP will be given notification, after which the PSP must provide an Individual Letter of Agency Authorization for each premises owner's service request.

Blanket Agency Agreement Conditions of Cancellation
The BAA will remain effective until one party delivers to or receives from the other party a written notice of cancellation. Either party may cancel the agreement within ten (10) days of the effective date.

Section 7: Directories and Listings

Directories

AT&T 12-STATE provides a directory for each of their PSP lines on an annual basis.

For additional directories, call the Directory Delivery at 800 792-2665. A charge may apply.

Listings

A PSP is entitled to one directory listing per ANI.

Additional listings, non-list, and non-pub are also available.

Section 8: The Interval Guide

Interval Guide for Processing Orders

As soon as possible after receiving a PSP request, AT&T 12-STATE will contact the PSP with a due date for installation.

To minimize disruption of service, it is recommended that the PSP coordinate the installation and removal of the payphone equipment whenever possible.

Exceptions

AT&T 12-STATE cannot always guarantee the normal intervals due to the following circumstances:

- Lack of facilities
- Lack of available workforce
- Failure of PSP to provide necessary information to the ASC
- Any other circumstances outside the reasonable control of AT&T 12-STATE

Section 9: Repair Reporting Procedures

Guidelines for Trouble Reporting

AT&T 12-STATE has a Network Customer Service Center (NCSC) with a highly trained staff. The Repair Representatives, who answer calls, will try to analyze the repair problem with the PSP. Some testing and service verification can be done with the PSP on the line. The Repair Representatives do not actually fix the problem; their role is to route the repair call to the appropriate Network department that will perform the work.

The PSP will be asked several questions during the repair request call. The following is a list of the type of questions PSPs should be prepared to answer in order to help make the repair process go more smoothly.

- What are the caller's name, business name, and call back number?
- What is the state in which the phone number is located?
- What is the phone number needing repair?
- Is this a basic access line (smart set) or a coin line (dumb set)?
- Has the caller tested for the problem at the Network Interface?
- What is the problem (be specific):
  - ✓ How can the NCSC duplicate the problem (i.e. what phone number was heard?/what trailer number was heard?)
  - ✓ If there is no dial tone, can the number be called? If so, what happens?
  - ✓ If there is static on the line, how bad is the static; is it intermittent?
  - ✓ Is the problem creating an out-of-service condition for the phone line?
- Where is the Network Interface (NI) located (inside/outside)? What are the access hours?
- Was there any recent order activity on the line? What is the order number and due date?

The PSP should note the repair ticket number and the commitment time. When the repair ticket has been closed, the PSP will be called as soon as possible regarding the repair status.

Repair Visit Charge

A non-recurring repair visit charge applies for each repair visit made by AT&T 12-STATE in connection with a service problem when it is determined that the difficulty was due to a condition in customer-provided terminal equipment associated with the service and/or trouble in the inside wire. The charge is applicable when a trouble report is received, the service problem noted, and a premises visit is made--regardless of who reports the trouble (i.e., customer, vendor, user of service, etc.).

Every attempt will be made to determine if the trouble report is made by the responsible party; however, the responsible party is liable for trouble reports received from other persons.

The prominent display of customer instructions for reporting repair/trouble procedures on the PSP payphone will help prevent the instances of repair reports to AT&T 12-STATE that may result in repair visit charges applied to the PSP account.

In the event the trouble is in the customer-provided inside wire, and the PSP elects to have AT&T 12-STATE correct it, the repair visit charge will be waived and repairs to the inside wire will be billed on a time and materials basis.

Reporting Trouble
If trouble occurs on the installation date, contact the Access Service Center at 800 924-3666.

If trouble occurs after the installation date, contact these numbers:

Arkansas, Kansas, Missouri, Oklahoma & Texas at 800 286-8313

California at 800 750-2355

Nevada
- Reno Local Area − 775 333-4611
- Outside Reno Local Area − 877 469-2355

Illinois, Indiana, Michigan, Ohio & Wisconsin
- 866 744-4462

Section 10: Network Interface Policy

General

In order to provide telecommunications service to an independent payphone, the PSP will need to order a "Network Interface;" this provides the network service to a demarcation point. A demarcation point is the distinct point separating the AT&T 12-STATE network cable and the premises owner's wiring.

All work performed on the AT&T 12-STATE side of the demarcation point is regulated; work performed on the premises owner's side is deregulated and is billable on a non-tariffed time and material basis.

Network Interface (NI)

A network interface (NI) is a physical device between the AT&T 12-STATE network facilities and the premises wire connected to the customer provided equipment (CPE).

Network Interface Placement

The PSP may request that wire be placed at a location other than the demarcation point, which is called a Service Interface (SI). Deregulated time and material charges will apply for placing of this premises wire.

Billing

Regulated Billing

The work performed up to and including the NI is considered regulated work. Charges related to regulated work operations are usually covered by the service order charge and line connection charge.

If the request is for the NI(s) to be placed at a location(s) that would cause AT&T 12-STATE to incur unusual cost, i.e., AT&T 12-STATE pushes pipe, augers, trenches or resurfacing is required to cross gravel, crushed stone, or any hard surface area, etc., special construction charges may apply.

Examples of special construction charges are, but are not limited to:

- When, at the request of the PSP, AT&T 12-STATE constructs facilities to provide service where there is no other requirement for the facilities so constructed
- When, at the request of the PSP, AT&T 12-STATE constructs facilities of a type other than that which AT&T 12-STATE would otherwise construct in order to provide service
- When, at the request of the PSP, construction by AT&T 12-STATE involves a routing for facilities other than that which AT&T 12-STATE would normally use in order to provide service
- Placement of service drop wire in middle of parking areas not having facilities
- Placement of buried drop wire under roadways, driveways, etc.
- Placement of a telephone service pole

Deregulated Billing

Work performed beyond the network interface is considered deregulated work.

A service call charge and deregulated time and material charges apply.

All wiring between the network interface and service interface is deregulated and subject to appropriate deregulated time and materials billings.

Pre-Survey

Due to the various situations that can apply to the placement of the network interface, a pre-survey meeting can be arranged between the PSP and a supervisor for AT&T 12-STATE prior to the installation date. A sketch also could be provided to the supervisor at this time.

A pre-survey visit will enable the supervisor to inform the PSP if any additional costs will be incurred.

To request a pre-survey visit, the PSP should contact the ASC at 800 924-3666.

Section 11: AT&T 12 STATE Products and Services

Basic Access Line (aka Dumb Line)
Alias:

- Basic Customer-Owned Pay Telephone Service (COPTS) (CA, IL,)
- Independent Payphone Provider Service (IPP) (IN, MI, WI)
- Exchange Access Line (AR, KS, MO, OK)
- Customer-Owned Coin Operated Telephone (COCOT) (OH)
- Pay Telephone Exchange Access Service (PTEAS) (TX)
- Public Telephone Access Line Service (PTALS) (NV)

A basic PSP access line is the connecting facility between the customer's equipment and the serving central office. Lines may be provisioned as two-way service (incoming and outgoing) or as one-way service (outgoing). This line is designed to work with "smart" payphone sets.

In order to connect to the AT&T 12-STATE local network, the PSP equipment must:

- Support touch-tone dialing
- Allow users to access public safety agencies (police, fire, rescue) and dial 0 without first inserting a coin or credit card number
- Be able to complete both local and long distance calls
- In all central offices converted for equal access, PSPs can presubscribe their lines to the interexchange carrier of their choice for 1+ and 0+ calls, or they can choose not to have a presubscribed carrier
- Provide 311 dialing access, dependent upon geographic location (municipality) which may be chargeable
- Provide 711 dialing access to the Telecommunications Relay Service (TRS)
- Provide 911 dialing without coin drop

Smart Line
Alias:

- SMARTCOIN® (AR, KS, MO, OK, TX)
- COPT Coin Line (CA, IL)
- PSP Coin Line (IN)
- IPP Coin Line (MI, WI)
- COCOT Coin Line (OH)
- Coin Access Line (NV)

Smart line service provides switched intelligence to PSP access lines. Smart lines can be applied to either two-way or one-way lines, and to compatible coin operated, coinless operated, or combined equipment. Smart line service is equipped with AT&T 12-STATE Operator Services for intraLata calls. With the exception of Dial Tone First and Answer Supervision-Line Side, the services included on Smart line access lines apply only on local and intraLata toll calls that are handled by AT&T 12-STATE.

The PSP Smart line service provides the PSP with certain options in choosing equipment, since the line offers network capabilities not available with basic access lines.

Smart line service has the following capabilities included in the cost of service:

- Dial Tone First
- Originating Line Screening
- Coin Supervision for Coin-Collect and Coin-Return
- Coin Administration
- Answer Supervision – Line Side Operator Services
- Sent Paid Quotation
- Automatic Rate Table Update
- Automatic NPA-NXX Update
- 711 Dialing to TRS
- Billed Number Screening
- 900/976 Call Restriction in accordance with local tariff availability

Reference Rater
AT&T 12-STATE offers an additional service for those customers who purchase Smart lines. Reference Rater allows the PSP to specify rates for paid local, IntraLATA, and Directory Assistance calls. Alternately billed calls are billed at AT&T rates. To request this service, please complete the appropriate form which can be found in AT&T Prime Access Home>>Payphone>>Midwest Reference Rater. Completed forms should be sent to the Account Manager.

CCD Reports

AT&T 12-STATE can provide the PSP with a monthly or quarterly report detailing potentially compensable calls made from their payphones. The PSP may be able to use this information to assist it in invoicing companies or settling payment disputes for dial-around calls. The CCD report summarizes the toll free, 950 and 10XXXX dial-around calls made from payphones. It also gives a breakdown of the types of calls carried by each long distance company by payphone number. CCD provides the PSP with information that can increase their revenue for just pennies a day.

The CCD report columns are divided into the following call types:

- 8YY Prepaid
- 8YY Subscriber
- 101XXXX 0+
- 950
- 0+ InterLATA
- 8YY Dial-Around less than or equal to 45 seconds
- 8YY Dial-Around greater than 45 seconds

Should the 8YY number NOT be pre-identified, then call quantities will be displayed under the 8YY Subscriber category.

Primary Carriers
A PSP has a choice of carriers for interLATA long distance calls (PIC) and for intraLATA long distance calls (LPIC).

Operator Services
PSPs may select a company to handle the operator service calls (calling card, collect, billed-to-third number) from their payphones. The PSP may identify which carrier would handle these types of calls by indicating a "PIC" on the order form or the sets may be programmed to outpulse the calls. The PSP should discuss Operator Service Provider (OSP) call handling with an OSP company.

AT&T 12-STATE offers OSP handling for local and intraLATA calls. These calls will be branded with the AT&T name and will charged at tariffed rates.

If desired, the PSP can sign agreements to use AT&T 12-STATE Operator Services as its sole provider of intraLATA 0+ and 0- calls. The AT&T 12-STATE operators (human or automated) collect billing information for calls that are not billed to the calling telephones (e.g., calling card, collect, or third number calls), and provide other assistance in completing calls.

Operators identify themselves with the AT&T name, and AT&T 12-STATE pays commission for each completed call to the PSP.

To discuss compensation arrangements for these calls, please contact the Account Manager.

Answer Supervision Line-Side
Answer supervision provides "off-hook" signals to the PSPs premises equipment that confirms that the called party has answered the call. This feature provides the signal that allows billing to begin.

This feature is available throughout the AT&T 12-STATE territories in properly equipped offices.

Dial Tone First
Dial Tone First (DTF) enables customers to dial certain calls without requiring coin deposits, i.e., 911 Emergency Services

Coin Supervision
Coin Supervision is a feature of Smart line service.

Coin Collect and Coin Return are used to control the disposition of the coins held in the customer provided equipment. Coin collect is used when a call has been completed, and coin return is used if a no answer or busy condition is encountered.

Coin Administration
Coin Administration is a feature of Smart line service.

AT&T 12-STATE operators will attempt to release stuck coins at the request of an end user. When coins cannot be released, the end user will be referred to the PSP vendor as indicated on the telephone instruction card.

Sent Paid Quotation
Sent Paid Quotation is a feature of Smart line service.

The AT&T 12-STATE operator or the Automated Coin Telephone Service quotes a charge to the end user for the deposit of coins when the end user is originating a 1+, 0+, or 0- call which is not alternately billed.

Automatic NPA-NXX Update
Automatic NPA-NXX Update is a feature of Smart line service.

New area codes and central office prefixes will automatically be added to Smart line service. This list will properly identify local versus long distance terminating line designation.

Dial-Around
Dial-around is a term used for any call placed from a public phone using 800/888/877/866, a carrier access code dialing (1010XXX) call sequence, and/or certain Operator Service handled calls.

AT&T 12-STATE pays compensation for those intraLATA carrier dial-around calls for which it is responsible through credits on each PSPs access line bill. If the PSP has a question regarding AT&T 12-STATE payment or processing, please contact the PCC Dispute Center at 866 556-5055 or pccdispute@att.com.

On a quarterly basis, AT&T 12-STATE produces reports as required by the FCC. If you are interested in obtaining these reports, please complete a Payphone Service Provider Compensation Report Request, which can be found in AT&T Prime Access Home>>Payphone>>Forms.

Compensation for dial-around calls including any interLATA calls is handled through a variety of organizations including the carriers responsible for such calls, the national payphone association, or other clearinghouses. Please contact one of these organizations if you have questions regarding compensation.

FLEX ANI
To assist PSPs in obtaining compensation for dial-around calls, AT&T 12-STATE provisions the payphone access lines to include an ANI identification, which communicates to the carriers handling such dial-around calls that the access line is a payphone class of service. This identifier is called FLEX ANI.

Basic access lines carry a FLEX ANI of 70, Smart line service carries a FLEX ANI of 27, and Inmate lines carry a FLEX ANI of 29. If the PSP feels the access line is not provisioned with the correct ANI digits, a repair report should be made to the Network Customer Service Center (NCSC-repair). The NCSC will work with the PSP to determine the correct provisioning of the line side and trunk side and whether the carrier needs to be contacted.

ANI Dispute Process
As a part of the dial-around process, AT&T 12-STATE submits information to the carriers on access line ownership for a particular period. If the PSP receives an "ANI dispute" letter, which requests that AT&T 12-STATE verify a line, the PSP should contact the ASC to assist with the issue.

Section 12: Screening, Blocking and PIC Selection

Billed Number Screening
Alias:
- Toll Billing Exception (TBE)
- Incoming Screening
- Collect and Bill to Third Number Blocking

If used properly, Billed Number Screening (BNS) restricts most collect calls and bill to third number calls placed over the AT&T 12-STATE network from being billed to the payphone. It is part of a process by which the Carrier (LEC, IXC, OSP, etc.) uses a Line Information Data Base (LIDB) query to check for BNS status to validate customer acceptance of incoming billed to third party or collect calls.

Collect calls placed from another country to a PSP line or attempts to charge a call to a PSP line from another country will not be screened unless the operator placing the call has access to a LIDB validation system and checks for BNS status. It is up to those operators to use BNS information to disallow billing when appropriate.

PSPs who elect not to subscribe to BNS will be responsible for all collect calls and third number billed calls, which are billed to the PSPs exchange access line.

Selective Class of Call Screening
Alias:
- Screening
- Outgoing Screening
- Selective Call Screening

Selective Class of Call Screening (SCOCS) restricts outgoing operator-handled calls placed over the AT&T 12-STATE network to only those calls which are billed to a calling card, collect, or third number billed.

Any outgoing intraLATA toll calls from a screening equipped line, including calls to Directory Assistance, are routed to the AT&T 12-STATE operators. A coded message, which specifies which type of long distance calls should or should not originate from the line, is displayed to the operator.

It is the responsibility of the PSPs long distance carrier to screen interLATA calls. Not all of the carriers offer the service. The PSP should contact the long distance carrier to determine if screening can be provided.

AT&T 12-STATE is not responsible for screening calls placed over the network of any carrier other than AT&T 12-STATE with this service.

SCOCS is available where facilities exist.

Blocking
Call Blocking gives the PSP the choice of prohibiting calls to 900/976, international, direct dial, incoming, and/or outgoing calls. The PSP may select any combination of blocking these types of calls. The PSP is responsible for any additional blocking not mentioned in the product description for each type of service. This blocking would be done in the sets.

Following are some of the available types of blocking.

Local and "1+" Call Blocking
Local and "1+" call blocking provides blocking of all local calls and direct dialed toll calls from coinless telephones.

The uniform access code of 950-XXXX assigned to a carrier for its international communications is not blocked, but is routed to that carrier.

The service is offered where facilities exist.

International Direct Dialed Call Blocking
Alias:
- International Blocking Service (IBS)

International Direct Dialed (IDD) Blocking is an optional service that provides blocking of DDD international calls (011+, 1010XXX+011+ and 10101XXXX+011) from payphones to telephone numbers outside of the North America Dialing Plan. The call will forward to a recorded message, and the message will advise the end user that the call cannot be placed in that manner.

This service is offered where facilities exist.

PSPs are responsible for payment of all charges associated with calls placed from their lines, and they shall hold AT&T 12-STATE harmless for any loss and expense occasioned by fraudulent calls, which may be placed from the access line.

900/976 Call Restriction
900/976 Call Restriction restricts 900 and/or 976 calls to only allow those calls which are alternately billed, i.e. billed to a third number or calling card.

Section 13: Business Billing and Payment Services

Types of Billing and Payment Services

Electronic Data Interchange (EDI)

With EDI, the PSP can receive billing data electronically, then search it, sort it, and export it. EDI translation software is required for EDI. PSPs may already have the software if EDI is used for other business functions. EDI is a free service. For more information contact the Access Service Center or your Sales Support Manager.

CD-ROM

The bill is provided on a CD-ROM, complete with billing software. Information can be easily sorted for analysis. Data can also be exported to an existing database to run customized reports. Each CD is a self-contained archive that conveniently stores the entire bill for future reference.

For Arkansas, Kansas, Missouri, Oklahoma, and Texas, ask for Bill Plus. For California and Nevada, ask for CD-ROM. CD-ROM is not available in Illinois, Indiana, Michigan, Ohio, and Wisconsin. For more information contact the Access Service Center or your Sales Support Manager.

AT&T Direct Payment

Customers may enroll in AT&T's Direct Payment service. This service authorizes AT&T to automatically deduct the total amount of your PSP telephone bill from a checking or savings account at a bank, credit union, or savings and loan on due date. Automatic Bill Payment eliminates overlooked bills, and the deduction is automatic; there's no need to contact AT&T each month.

To enroll, complete the AT&T Direct Payment Application, which can be found in AT&T Prime Access Home>>Payphone>>Forms..

Financial EDI Payment

The Financial EDI program is a tool to reduce administrative costs and improve cash flow. If the PSP has an established Financial EDI program, then AT&T 12-STATE should be able to accept payments for the PSPs telephone bills. For more information contact the Access Service Center or your Sales Support Manager.

Section 14: Tax & Federal Universal Service Fund Fee Exemption

Tax Exemption

PSPs may be eligible for exemption from municipal utility tax and municipal telecommunications excise tax, in addition to federal, state, and local taxes. To take advantage of the exemption(s):

- Review the applicable federal statutes, as well as those for the appropriate state and locality to determine eligibility.
- Complete the appropriate forms in AT&T Prime Access Home>>Payphone>>Forms and submit them to the Access Service Center.

PSPs are not exempt from other charges, such as:

- 911 end user charges *
- Directory Assistance charges
- Federal customer access line charge

* In some states and/or for some classes of service, i.e. inmate lines, PSPs may be exempt from 911 charges. The appropriate taxing authority should be consulted.

Federal Universal Service Fund (FUSF) Fee Exemption

Some PSPs contribute directly to Universal Service support programs. Such PSPs are responsible for collecting any FUSF fees as may be legally due from its customers/members and remitting them to the required authorities.

In order to discontinue collection of FUSF fees from the PSP by AT&T, on an annual basis the PSP must complete the appropriate exemption form available at AT&T Prime Access Home>>Payphone>>Forms. Instructions for completing the FCC form are available at:

http://www.fcc.gov/Forms/Form499-A/499a.pdf

Completed forms should be submitted to the FUSF PSP Compliance Center using one of the following methods:

- Email to: pccdispute@att.com
- FAX to: 214-464-1274
- Mail to: AT&T Services
  Attn: FUSF PSP Compliance Center
  208 S. Akard Rm 3120.06
  Dallas, TX 75202

Section 15: Supersedure

A Supersedure is a transfer of the billing responsibility on a payphone account
Normally this is between two consenting businesses, individuals, or partners
Reasons for supersede could be:

- Death of a partner
- Purchase of a pre-owned business
- Change of charter number where applicable
- Transfer from:
  - Sole owner to Sole owner
  - Sole owner to Partnership
    - Sole owner does not become partner
  - Sole owner to Corporation
    - Sole owner does not become officer of Corporation
  - Partnership to Corporation
    - Partner does not become officer of Corporation
    - Accounts being transferred billed to Corporation being taken over **and**
    - Articles of Incorporation of Corporation assuming ownership will be followed by new Corporation
  - Corporation to Corporation
    - Entire new ownership as determined by Articles of Incorporation

Some reasons that are not considered to be a supersede:

- Corporate name changes (Same officers)
- Change of officers (Same corporate name)
- Change of business listing
- Name change due to marriage or divorce
- New tenant at same location cannot supersede to avoid installation charge

- PSPs who wish to process a supersedure must complete the AT&T 12-State Wholesale Transfer of Telephone Service form located at AT&T Prime Access Home>>Payphone>>Forms and submit it to the Access Service Center.

Section 16: Establishing Your Account

Required Forms
Before ordering service, PSPs must submit the following forms to the ASC:

- State certification/registration (AR, KS, MO, OK, TX only)
- Signed Indemnification Agreement (AR, KS, MO, OK, TX only)
- Agency Authorization Letter
- Applicable Tax Exemption Forms

Form Definitions

State Certification/Registration
Once the PSP has contacted the Commission, and obtained permission to operate pay telephones in that state, the ASC keeps a copy of that certificate/registration on file.

Indemnification Agreement/Service Agreement
An Indemnification/Service Agreement must be signed for each Southwest state in which the PSP is doing business.

Agency Authorization Letter
Payphones installed on property that the PSP does not own require written authorization from the property owner.

Proof of agency authorization can be either an Individual Letter of Agency Authorization or a Blanket Letter of Authorization.

If submitting a Blanket letter of Authorization, individual Letters of Authorization should be retained by the PSP. They need not be submitted unless requested.

Tax Exemption Forms
State, federal, and if applicable, municipal taxes, apply to products and services. Tax exemptions are granted under certain provisions of the State or Federal laws. Proving the tax exemption is the responsibility of the Payphone Service Provider by sending a copy of the letter obtained through the government agency with the tax exemption information to the ASC.

Since AT&T 12-STATE is not authorized to exempt PSPs from taxes without filing the appropriate forms, these forms need to be provided if the PSP is eligible for tax exemption.

Ordering Services
Once the account has been set up, orders for telephone service can be placed by mailing the request, by fax, or by e-mail. The ASC will process the request more efficiently if the necessary information is immediately available. To assist in this effort, the PSP Order Form is included in AT&T Prime Access Home>>Payphone>>Forms.

Mail, fax, or e-mail the completed form to the Access Service Center. The address, fax number, and e-mail address are shown on the order form.