

LOCAL EXCHANGE SERVICE

SECTION 9

MESSAGE TELECOMMUNICATIONS SERVICE

ISSUED: [February 7, 2003](#)
By:

David Lloyd, Director - Tariffs
183 Inverness Drive West
Englewood, Colorado 80112

EFFECTIVE: [February 18, 2003](#)

LOCAL EXCHANGE SERVICE

9. MESSAGE TELECOMMUNICATIONS SERVICE

9.1. GENERAL

Message Telecommunications Service (MTS) applies to all long distance calls made between two or more rate centers that are furnished or made available by the Company over facilities within the state. MTS provides telecommunications beyond the local serving area. MTS charges cover the service furnished between the calling and called stations.

MTS Service is available to customers located within the Company's serving area who subscribe to the Company's local service as described in this Tariff.

9.2. REGULATIONS

9.2.1. GENERAL

MTS is the furnishing of facilities for telecommunications between station lines in different local service areas in accordance with the terms, conditions, and rates specified in this Tariff. The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.

The Company may restrict access to long distance calls for customers who are delinquent in payment of their long distance bills and who have agreed to a payment plan with the Company.

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(N)

LOCAL EXCHANGE SERVICE

9. MESSAGE TELECOMMUNICATIONS SERVICE

9.2. REGULATIONS (CONT'D)

9.2.2. CLASS OF CALLS

Charges apply according to the class of call the calling party selects as defined below.

A. Dial Station

Dial Station charges will apply when the customer dials the desired telephone number without the assistance of a Company Operator and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment.

B. The Dial Station class of service also applies when the Operator:

1. Records the calling telephone number for areas without automatic recording equipment.
2. Reaches the called telephone number because of trouble on the network or because dial completion is not available.
3. Places a call for a calling party who is identified as being disabled and is unable to dial the call because of that disability.
4. Reestablishes a dialed call when there is a service fault that interrupts a call after the called person has been reached.

LOCAL EXCHANGE SERVICE

9. MESSAGE TELECOMMUNICATIONS SERVICE

9.2. REGULATIONS (CONT'D)

9.2.2. CLASS OF CALLS (CONT'D)

B. Operator Services

1. Operator Station

Operator Station rates apply when the customer places a call with the assistance of a Company Operator or an automated mechanized response system. Various billing arrangements are available with Operator Station Service including Collect, Billed to Third Number, and Other Operator Assisted.

Customers who cannot physically dial a call may qualify for an Operator Assisted exemption which provides the customer with operator assistance at a direct dialed rate without a service charge. No application or certification is required for this program; however, the customer must request this exemption.

2. Person-to-Person

Person-to-Person charges apply when the calling party specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant. After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

LOCAL EXCHANGE SERVICE

9. MESSAGE TELECOMMUNICATIONS SERVICE

9.2. REGULATIONS (CONT'D)

9.2.3. TIMING OF CALLS

- A. On Dial Station and Operator Station calls, the timing of a call begins when the calling and called stations are connected. Calls are timed in one-minute increments.
- B. On Person-to-Person calls the timing of a call begins when the calling person is connected to a specified person, station, or an agreed alternate.
- C. Chargeable time ends when the connection is terminated at any point.
- D. The timing of a call does not include time lost due to service faults or defects that are reported to the Company.
- E. MTS usage rates are applied on the basis of whole minute intervals. The billing interval is determined by rounding up partial minutes to the next whole minute.
- F. In cases where a calling plan is billed according to the time of day and a message begins in one price period and ends in another, the price for each minute is the price in effect at the beginning of each minute of usage, unless specified otherwise in a calling plan's service description.

LOCAL EXCHANGE SERVICE

9. MESSAGE TELECOMMUNICATIONS SERVICE

9.3. OPERATOR SERVICES

9.3.1. GENERAL

- A. Operator Services rates apply to customers subscribing to MTS Service who engage an operator or an automated mechanized voice response system in the completion of MTS calls.
- B. A per-call service charge and per-minute usage rate applies to each Operator Services call.

9.3.2. RATES AND CHARGES

	<u>RATE PER MINUTE OF USE</u>	<u>SERVICE CHARGE PER CALL</u>	
A. Operator Station			
1. Automated Calls	\$0.12	\$2.49	(C)
2. Operator Assisted Collect	0.12	2.49	
3. Operator Assisted Billed to Third Number	0.12	2.49	
4. Other Operator Assisted	0.12	2.49	
B. Person-to-Person	0.12	2.49	(C)

LOCAL EXCHANGE SERVICE

9. MESSAGE TELECOMMUNICATIONS SERVICE

9.4. DIRECTORY ASSISTANCE SERVICE

9.4.1. GENERAL

Directory Assistance service is furnished upon customer request for assistance in obtaining directory listing information for listings that are outside of the local calling area of the originating line. Customers will be charged for all requests including requests for listings that are not available or not found. This service will be provided by an operator or a mechanized response system. (T)

9.4.2. REGULATIONS

Directory Assistance charges apply on a per call basis, with a maximum of three requested telephone numbers allowed per call. Calls to Directory Assistance service will be billed directly to the customer's account. Alternate billing options and operator services are not available.

A. Exemptions

Charges will not be levied for Directory Assistance on an individual who affirms in writing to the Company that a visual or physical disability prevents them from using a telephone directory.

9.4.3. DIRECTORY ASSISTANCE CALL COMPLETION

Directory Assistance Call Completion provides a customer calling Directory Assistance with the option of having the call completed to the requested number. A service message will inform customers that the call may be automatically connected to the requested number for a specified additional charge.

- A. Directory Assistance Call Completion is furnished only where facilities are available. Directory Assistance charges and applicable usage charges will apply in addition to a Directory Assistance Call Completion service charge.
- B. When a caller requests more than one number from Directory Assistance, Directory Assistance Call Completion service is offered only for the last number requested.

LOCAL EXCHANGE SERVICE

9. MESSAGE TELECOMMUNICATIONS SERVICE

9.4. DIRECTORY ASSISTANCE SERVICE (CONT'D)

9.4.3. DIRECTORY ASSISTANCE CALL COMPLETION (CONT'D)

- C. The Directory Assistance Call Completion service charge applies only to calls actually completed. (N)
- D. The Directory Assistance Call Completion service charge will be credited for completion of calls to the wrong number, incomplete connections or calls with unsatisfactory transmission.
- E. The Directory Assistance Call Completion service charge does not apply to disabled persons who are exempt from the Directory Assistance charge.
- F. Calls completed through Directory Assistance Call Completion service will be billed directly to the customer's account. Alternate billing options and operator services are not available. (N)

9.4.4. RATES AND CHARGES

	<u>SERVICE CHARGE PER CALL</u>	<u>USAGE RATE PER MINUTE</u>	
A. Directory Assistance Charge per Call	\$1.25	\$0.00	(M)(T)
B. Directory Assistance Call Completion, each completed call	\$0.35	\$0.12	(N)

(M) Text has been moved from Page 7.

LOCAL EXCHANGE SERVICE

9. MESSAGE TELECOMMUNICATIONS SERVICE

9.5. RESERVED FOR FUTURE USE

(C)

(D)

(D)

LOCAL EXCHANGE SERVICE

9. MESSAGE TELECOMMUNICATIONS SERVICE

9.6. RESIDENTIAL LONG DISTANCE SERVICE (WITHDRAWN OCTOBER 15, 2007) (T)

Residential Long Distance service is available to residential customers who subscribe to one of the Company's local service offers as described Section 5, preceding.

Charges for MTS calls are determined by the class of the call and the duration of the call. The total amount of the call will be rounded to the nearest cent if the computed rate of the call results in a fractional charge.

Charges for MTS calls apply to all Intrastate IntraLATA and InterLATA calls. Usage and service charge rates for Interstate and International calls are specified in the Company's Service Guides located on the internet at <http://www.comcast.com/>.

9.6.1. INTEGRATED OFFERING

A. General

1. Integrated Offering long distance service is provided in conjunction with the Residential Local Service Integrated Offering as described in Section 6.1.1. Customers subscribing to the Integrated Offering must presubscribe to the Company for both IntraLATA and InterLATA long distance. (T)
2. Customers who subscribe to one of the Block-of-Time offerings will receive the following rates for Dial Station calls after the block of time is utilized.
3. Customers who subscribe to the "By the Minute" offer will receive the following rates on all Dial Station calls.

B. Rates and Charges

	<u>RATE PER</u> <u>MINUTE OF USE</u>
1. Block-of-Time Offers, each additional minute of use over the block of time	\$0.07
2. "By the Minute" Offer	0.07

LOCAL EXCHANGE SERVICE

9. MESSAGE TELECOMMUNICATIONS SERVICE

9.6. RESIDENTIAL LONG DISTANCE (CONT'D) (WITHDRAWN OCTOBER 15, 2007) (T)

9.6.2. LOCAL ONLY OFFER

A. General

1. Long distance service is available to customers located within the Company's serving area who subscribe to the Local Only Offer or Lifeline Service, as set forth in Section 6. (T)
2. Customers who subscribe to the Local Only Offer or Lifeline Service will receive the following rates on all Dial Station calls.

**RATE PER
MINUTE OF USE**

B. Rates and Charges

- | | |
|------------------|--------|
| 1. IntraLATA | \$0.12 |
| 2. InterLATA [1] | 0.12 |

[1] Rates shown apply to customers who do not select an alternative Interexchange Carrier for their InterLATA calls.

LOCAL EXCHANGE SERVICE

9. MESSAGE TELECOMMUNICATIONS SERVICE

9.7. OPTIONAL CALLING PLANS (WITHDRAWN OCTOBER 15, 2007) (T)

9.7.1. \$.12 PER MINUTE PLAN [1]

A. Description of Service

1. The \$.12 Per Minute Plan is available only to residential customers who have subscribed to the Local Only Offer or Lifeline Service as set forth in Section 6. (T)
2. The \$.12 Per Minute Plan provides customers with a rate of \$.12 per minute that applies to all Dial Station long distance calls all day, every day, with no monthly recurring charge.
3. Customers who subscribe to the \$.12 Per Minute calling plan must presubscribe to the Company for IntraLATA and InterLATA long distance.

B. Rates and Charges

	<u>RATE PER MINUTE OF USE</u>
1. Dial Station Calls	\$0.12

[1] Service is grandfathered to existing customers of record as of August 25, 2003.

ISSUED: October 8, 2007

By:

David Lloyd, Director - Tariffs
183 Inverness Drive West
Englewood, Colorado 80112

EFFECTIVE: October 15, 2007

LOCAL EXCHANGE SERVICE

9. MESSAGE TELECOMMUNICATIONS SERVICE

9.7. OPTIONAL CALLING PLANS (CONT'D) (WITHDRAWN OCTOBER 15, 2007) (T)

9.7.2. FIVE CENT OFF-PEAK PLAN [1]

A. Description of Service

The Five Cent Off-Peak Plan is available to Residential customers who have subscribed to the Local Only Offer as defined in Section 6, preceding. (T)

The Five Cent Off-Peak Plan provides customers with lower peak and off-peak Dial Station rates for a fixed monthly recurring charge. Peak rates apply every day from 7:00 AM through 6:59 PM; off-peak rates apply every day from 7:00 PM through 6:59 AM.

Calls that begin in one price period and end in another will be rated at the price that is in effect at the beginning of the call.

Customers who subscribe to the Five Cent Off-Peak Plan must presubscribe to the Company for IntraLATA and InterLATA long distance.

B. Rates and Charges

	<u>MONTHLY RECURRING CHARGE</u>	<u>RATE PER MINUTE OF USE</u>	
		<u>PEAK</u>	<u>OFF-PEAK</u>
1. Dial Station Calls	\$2.95	\$0.09	\$0.05

[1] Service is grandfathered to existing customers of record as of August 25, 2003.