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**SECTION 4 – TOLL AND OPERATOR SERVICES**

**4.1 GENERAL**

**4.1.1 DESCRIPTION**

Intrastate toll service is designed for communication between telephones in different local calling areas in accordance with the regulations and schedules of charges specified in this tariff. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff.

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The Company's toll calling includes the following types of calls: direct dialed, calling card, collect, 3rd number billed, special toll billing, requests to notify of time and charges, person to person calling and other station to station calls.

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Business customers may subscribe to Measured Business Service described in Section 7. Direct dialed usage charges are found in the Measured Business Service Rate Schedule. Operator handled service charges apply to Business toll calls.

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**4.1.1 CLASSES OF CALLS**

Service is offered as two classes: station to station calling and person to person calling.

A. Station to Station Service is that service where the person originating the call dials the telephone number desired or gives the Company operator the telephone number of the desired telephone station or system.

B. Person to Person Service is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile unit to be reached, or a particular station, department or office to be reached. The call remains a person to person call when, after the telephone, mobile telephone, or PBX system has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other agreed upon alternate.

**4.1.2 METHOD OF CHARGING**

Charges for all direct dialed or operator handled toll calls are in addition to the Monthly Recurring Charge for Measured Business Service customers. See Rate Schedule for usage rates and service charges.

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**4.2 TIMING OF CALLS**

- 4.2.1** Unless otherwise indicated, all calls are timed in one minute increments and all calls which are fractions of a minute are rounded up to the next whole minute.
- 4.2.2** For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.
- 4.2.3** For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.
- 4.2.4** Call timing ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
- 4.2.5** Calls originating in one time period as defined in Section 4.3 and terminating in another will be billed the rates in effect at the beginning of each minute.

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**4.3 TIME PERIODS DEFINED**

Unless otherwise indicated in this Tariff, the following time periods apply.

Day- 7:00 AM to 6:59 PM Monday through Friday

Night- 7:00 PM to 6:59 AM Monday through Friday

Weekend- 7:00 PM Friday through 6:59 AM Monday

Calls are billed based on the rate in effect for the actual time period(s) during which the call occurs. Calls that cross rate period boundaries are billed according to the rates applicable to the time recorded in each time period.

The Company's Night Rate applies to selected holidays (New Year's Day, July 4, Labor Day, Thanksgiving and Christmas). On these holidays the Night Rate applies all day, unless a lower rate would normally apply.

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**4.1 REGULATIONS AND COMPUTATION OF MILEAGE**

Calls for which rates are mileage sensitive are rated on the airline distance between the originating rate center and the terminating rate center.

**4.4.1 ORIGINATING RATE CENTER**

A customer's primary local exchange number includes an NXX code that is associated with a specific rate center. The originating point of all calls charged to that customer's account shall be the location of the customer's rate center.

**4.4.2 TERMINATING RATE CENTER**

The terminating point for all calls shall be the location of the local rate center associated with the called number.

**4.4.3** The Company's rate centers are identical to those established by Verizon New York Inc. for imposition of charges for its regional calling and intrastate toll calls.

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**4.5 CALL CHARGES**

**4.5.1 PER CALL SURCHARGES**

The following surcharges apply per call, to all calls (local or toll) for which live or automated operator assistance is provided for call completion and/or billing:

	<u>Minimum</u>	<u>Maximum</u>
Use of Calling Cards (any provider)	N/A	N/A
Operator Station to Station Calls (Local)	\$0	\$10
Operator Dialed	\$0	\$10
Station to Station – non local	\$0	\$10
Station to Station – collect	\$0	\$10
Station to Station – Bill to Third Party	\$0	\$10
Person to Person	\$0	\$10

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**4.5.2 PUBLIC PAYPHONE SURCHARGE**

A Public Payphone Surcharge, at the per call Dial-around compensation rate established by the Federal Communications Commission, applies to all completed local and intrastate long distance calls placed from a public/semi-public payphone that are not paid for on a sent paid basis, and applies in addition to any other applicable service surcharge.

The Public Payphone Surcharge does not apply to the following calls:

- Calls paid for by inserting coins at the public/semi-public payphone.
- Calls placed from station other than public/semi-public payphone.
- Telecommunications Relay Service calls.

The Payphone Surcharge will be applied in addition to all other applicable surcharges, Operator Service Surcharges or usage charges.