

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

OPERATOR ASSISTED SERVICES

7.1 OPERATOR SERVICES

7.1.1 General

A service charge will apply to calls placed with the assistance of a Company Operator. Various billing arrangements are available with Operator Assisted Service including Operator Station (Collect, Billed to Third Party, other Operator Assisted) and Person-to-Person. Calls may be completed or billed by an employee or a mechanized response system in the Company's operator center. A service charge also applies to any general information call involving an operator unless specifically excluded in this service guide.

7.1.2 Operator Station

An Operator Station service charge applies when calls are completed with the assistance of a Company Operator, except as specified for Person-to-Person.

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

7.1.3 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.

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SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

OPERATOR ASSISTED SERVICES

7.1 OPERATOR SERVICES (CONT'D)

7.1.4 Rates and Charges

	<u>Service Charge [1,2]</u>
a. Operator Station - Collect, Billed to Third Number, Sent Paid	\$ 2.49
b. Person-to-Person	2.49

[1] Usage rates are specified in Section 6, preceding.

[2] Service Charge rates for interstate and international calls are available as described in Section 6.1, preceding.

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OPERATOR ASSISTED SERVICES

7.2 [RESERVED FOR FUTURE USE]

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SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

OPERATOR ASSISTED SERVICES

7.3 DIRECTORY ASSISTANCE SERVICE

7.3.1 General

Directory Assistance Service is furnished upon Customer request for assistance in determining telephone numbers. Customers will be charged for all requests, after the first request in each billing cycle, including requests for listings that are not available or not found. Calls may be completed or billed by an employee or a mechanized response system in the Company's operator center.

7.3.2 Availability

Customers dialing 411, 555-1212, or IntraLATA NPA-555-1212 will access Directory Assistance Service as provided in this section. Customers presubscribed to the Company for InterLata service who dial InterLATA NPA-555-1212 will also access Directory Assistance Service as provided in this section. Customers not presubscribed to the Company for InterLATA service who dial InterLATA NPA-555-1212 or another carrier's Directory Assistance access number, will not access Directory Assistance Service as provided in this section.

7.3.3 Regulations

Directory Assistance charges apply on a per-call basis, with a maximum of three requested telephone numbers allowed per call. Directory Assistance calls may not be placed on an operator-assisted basis.

A. Call Allowance

An allowance of one direct dialed local Directory Assistance call per billing cycle without charge is permitted for each residence service line. Call allowances or calls are not transferable between separate accounts of the same Customer or between billing cycles.

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SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

OPERATOR ASSISTED SERVICES

7.3 DIRECTORY ASSISTANCE SERVICE

7.3.3 Regulations (Cont'd)

B. Exemptions

Those customers with disabilities who qualify for exemptions, due to physical or visual limitations, are exempted, as a reasonable accommodation associated with their disability, from the Directory Assistance charge. This exemption applies to calls for personal use only.

C. Direct Billing

All calls to Directory Assistance Service will be directly billed to the Customer's account. No alternate billing options or operator services are available.

7.3.4 Rates and Charges

Rate Per Call [1]

First Call per billing cycle	No Charge
Per Call, after first call	\$.60

[1] Service Charge rates for interstate and international calls are available as described in Section 6.1, preceding.

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

OPERATOR ASSISTED SERVICES

7.4 DIRECTORY ASSISTANCE CALL COMPLETION SERVICE

7.4.1 General

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

7.4.2 Regulations

- A. Directory Assistance Call Completion Service is furnished only where facilities are available. Directory Assistance charges and normal usage charges 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.
- C. The Directory Assistance Call Completion Service charge applies only to calls actually completed.
- 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 pursuant to this service guide.

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SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

OPERATOR ASSISTED SERVICES

7.4 DIRECTORY ASSISTANCE CALL COMPLETION SERVICE

7.4.2 Regulations (Cont'd)

F. Direct Billing

All calls completed by Directory Assistance Call Completion Service will be directly billed to the Customer's account. No alternate billing options or operator services are available.

7.4.3 Rates and Charges

Rate Per Call [1, 2]

Each Completed Call	\$ 0.35
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[1] Service Charge rates for interstate and international calls are available as described in Section 6.1, preceding.

[2] Usage charges for completed calls are specified in Section 6.2, preceding.

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