

**1. OPERATOR ASSISTANCE SERVICE CHARGES**

**A. General**

1. Description

In addition to the rates and charges associated with the Two-Point Message Telecommunication Service described in Part 9 Section 1, the following operator assistance service charges may be applicable:

- Operator Station Service

(D)

**1. OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)**

**A. General (Cont'd)**

(D)

(D)

**1. OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)**

**A. General (Cont'd)**

2. Operator Assisted Service includes:

Operator Station Service

(D)

Operator Station Service

Dial Station rates plus the operator station service charge apply to:

(D)

- Station messages where the customer requests time and charges quoted.

- Messages billed to special toll billing numbers<sup>/1/</sup>, Q and Z included.

(C)

- Messages to or from a Mobile telephone where dial facilities are not available.

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

(N)  
(N)

**1. OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)**

(D)

**1. OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)**

**B. Regulations**

1. The operator assistance service charges specified in this Guidebook are in payment for all service furnished between the calling and the called station.
2. In addition to the rates and charges described in this section, local toll charges as described in Guidebook, Part 9, Section 1 will also apply.
3. The designated commercial credit cards, authorized by contract for use, are as follows: American Express (AE), Master Card, VISA, Carte Blanche and Diner's Club, JCB (Japanese Credit Bureau). Acceptance of designated commercial credit cards is limited to the condition defined in Guidebook, Part 13, Section 1.

**1. OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)**

**C. Rates and Charges**

1. Guidebook, Part 9, Section 1 discounts for certified disabled TDD users on message toll rates are not applicable to operator assistance service charges. (C)
2. Refer to Guidebook, Part 9, Section 1 for information on the collection of charges.
3. In addition to the usage rates described in Guidebook, Part 9, Section 1, one or more of the operator assistance service charges in 4. following may apply per message.
4. Operator Assistance (OA) may be provided at no charge to persons who are unable to use a telephone due to a disability which can be confirmed by a physician or certifying agent. Operator Assistance service charges will not be charged to the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Operator Assistance exemption eligibility may be verified periodically and recertification may be required. Failure to provide the required documentation may result in loss of the exemption. Operator Assistance usage will be monitored by AT&T and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Operator Assistance exemption is a voluntary program of AT&T that may be terminated at any time. (N)

**1. OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)**

**C. Rates and Charges (Cont'd)**

4. Rates

	<u>Per Call</u>	
Commercial Credit Card <sup>/1/</sup>	\$1.50	(C)
Station (operator handled)	1.50	(D)

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)  
(N)