

ACCESS SERVICE

	<u>Page</u>	
16. Operator Services	16-2	
16.1 General Description	16-2	
16.2 Operator Call Processing Service Description	16-3	
16.2.1 Reserved for Future Use	16-3	(T)
16.2.2 Inward Assistance	16-4	
16.3 Service Provisioning	16-5	
16.3.1 Manner of Provisioning	16-5	
16.3.2 Reserved for Future Use	16-7	(T)
16.3.3 Design Blocking	16-8	
16.3.4 Interface Groups and Transmission Parameters	16-9	
16.3.5 Signaling	16-10	
16.3.6 Testing	16-11	
16.3.7 Design Layout Report 16-12		
16.4 Liability of the Telephone Company	16-13	
16.5 Rate Regulations	16-15	
16.5.1 Rate Categories	16-16	
(A) Reserved for Future Use	16-16	(T)
(B) Inward Assistance	16-17	
(C) Recurring Switched Access Rates	16-18	
(D) Nonrecurring Switched Access Rates	16-19	
16.6 Rates and Charges	16-20	(D)
(A) Inward Assistance	16-20	(T)

(This page filed under Transmittal No. 3440)

ACCESS SERVICE

16. Operator Services16.1 General Description

Operator Service is provided to customers from Telephone Company Operator Service System (OSS) Tandem locations. Operator Call Processing, an Operator Service, provides the ability to perform call processing activities for customers through the use of the Telephone Company operators. Operator Call Processing service is deployed at all SWBT end offices in a Local Access and Transport Area (LATA). The OSS Tandem locations will be provided to customers who contact their Telephone Company Account Manager, Access Service Center (ASC) or Business Service Center (BSC).

Operator Call Processing service provides Inward Assistance. Inward (D) Assistance provides for the use of the Telephone Company OSS equipment and operators associated directly with providing the specific Operator Call Processing activity.

Operator Call Processing service is provided in conjunction with the rules and regulations as specified in Section 2 (General Regulations), Section 3 (Carrier Common Line Access Service), Section 5 (Ordering for Access Service) and Section 6 (Switched Access Service).

(This page filed under Transmittal No. 3440)

Issued: January 24, 2017

Effective: February 8, 2017

675 W. Peachtree St. NW, Atlanta, GA 30308

ACCESS SERVICE

16. Operator Services (Cont'd)

16.2 Operator Call Processing Service Descriptions

16.2.1 Reserved for Future Use

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(This page filed under Transmittal No. 3440)

Issued: January 24, 2017

Effective: February 8, 2017

675 W. Peachtree St. NW, Atlanta, GA 30308

ACCESS SERVICE

16. Operator Services (Cont'd)

16.2 Operator Call Processing Service Descriptions (Cont'd)

16.2.2 Inward Assistance Service Description

Inward Assistance service is a terminating service that provides Operator Service on inward calls received from participating customers. Inward Assistance service is provided when a participating customer's operator contacts a Telephone Company OSS operator requesting dialing and/or routing assistance. Inward Assistance functions will be performed for only one telephone number per inward call received. The Inward Assistance service functions available are detailed as follows:

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- (A) Operator Assistance - The OSS operator will provide the customer with dialing or routing assistance such as identifying a city when given only a NPA-NXX or verifying that a specific number is a coin station. The OSS operator will provide a local emergency number and, if required, complete an emergency call to the local emergency agency number. (T)

(This page filed under Transmittal No. 3433)

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)16.3 Service Provisioning16.3.1 Manner of Provisioning

- (A) In Kansas, Missouri, Oklahoma and Texas, Operator Call Processing trunking between the customer's premises and the OSS Tandem is provisioned as either Switched Access FGD, or BSA-D service and may be arranged, per the customer's request, as either 1-way or 2-way service. These trunk groups are established as final trunks and will be assigned data registers to obtain usage, peg count, and overflow attempt information. If a trunk(s) does not currently exist between the customer's premises and the OSS Tandem(s), the customer must establish FGD or BSA-D service to the Telephone Company's OSS Tandem(s). The Telephone Company will provide trunk side switching along with trunk answer and disconnect supervisory signaling to the customer.
- (B) In Arkansas, the OSS Tandem is located in the Little Rock LATA. In the Little Rock LATA only, Operator Call Processing trunking between the customer's premises in the Little Rock LATA and the OSS Tandem is provisioned as either Switched Access FGD or BSA-D service, as provided for in Section 16.3.1(A). (T)
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In the remaining Arkansas LATAs (Fort Smith and Pine Bluff), Operator Call Processing trunking between the customer's point of termination within the LATA and the OSS Tandem in the Little Rock LATA is provisioned as either Switched Access FGD, or BSA-D service. The Telephone Company will provide Operator Call Processing trunking from the end offices switches in the Fort Smith and Pine Bluff LATAs to the OSS Tandem in the Little Rock LATA, however the customer will only be charged Switched Access rates, based on airline mileage, from the originating end office to the customer's point of termination in the originating LATA.

(This page filed under Transmittal No. 3390)

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)16.3 Service Provisioning (Cont'd)16.3.1 Manner of Provisioning (Cont'd)

- (C) When the OSS Tandem also functions as the Message Toll Service (MTS) Access Tandem, the customer may combine Operator Call Processing traffic with its MTS Switched Access traffic between the OSS Tandem and the customer's premises provided the trunk group has the same signaling and routing requirements as specified for Operator Transfer or Inward Assistance. However, Operator Call Processing traffic may not be combined with MTS Switched Access traffic if the customer provides operator functionality or coin station control. (T)
- (D) Operator Call Processing is ordered under the provisions specified in Section 5 (Ordering for Access Service). The Access Order Charge applicable for Switched Access Service will apply per Access Order for the installation, addition, change, or rearrangement of Operator Call Processing service.

(This page filed under Transmittal No. 2494)

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)

16.3 Service Provisioning (Cont'd)

16.3.2 Reserved for Future Use

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(This page filed under Transmittal No. 3440)

Issued: January 24, 2017

Effective: February 8, 2017

675 W. Peachtree St. NW, Atlanta, GA 30308

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)

16.3 Service Provisioning (Cont'd)

16.3.3 Design Blocking

Trunks between the customer's premises and the OSS Tandems will follow the normal FGD, or BSA-D blocking criteria as described in 6.7.3 (Design Blocking Probability). The Telephone Company will perform routine measurement functions to inform the customer that an adequate number of transmission paths are in service to meet the normal FGD, or BSA-D design blocking levels. However, capacity levels and trunk quantities will be the responsibility of the customer.

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(This page filed under Transmittal No. 3382)

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)

16.3 Service Provisioning (Cont'd)

16.3.4 Interface Groups and Transmission Parameters

Operator Call Processing will utilize the same interface groups and transmission specifications as described in 6.7.8 (Transmission Specifications) and 6.6.3 (Local Switching - Transport Termination Features - Trunk Side Terminations).

(This page filed under Transmittal No. 2295)

Issued: September 1, 1993

Effective: December 1, 1993

1010 Pine Street, St. Louis, Missouri 63101

(This page filed under Transmittal No. 2295)

Issued: September 1, 1993

Effective: December 1, 1993

Four AT&T Plaza, Dallas, Texas 75202

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)16.3 Service Provisioning (Cont'd)16.3.5 Signaling

- (A) The customer shall provide the necessary on-hook, off-hook, answer supervision, and disconnect supervision at the customer's premises.
- (B) For Operator Transfer, the Telephone Company will provide Equal Access signaling for FGD and BSA-D service. Customers providing operator functionality for operator traffic or coin station control for coin station traffic will be provided Operator Services Address signaling for FGD and BSA-D service. (D)
- (C) For Inward Assistance, the Telephone Company will provide Equal Access signaling for FGD and BSA-D service. (D)
- (D) Signaling specifications for Operator Call Processing service are set forth in Technical Reference FR-NWT-000271.

(This page filed under Transmittal No. 3382)

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)

16.3 Service Provisioning (Cont'd)

16.3.6 Testing

Acceptance testing for Operator Call Processing will be provided as described in 6.7.10 (Testing). Testing Capabilities for FGD, and BSA-D services utilized in conjunction with Operator Call Processing will be provided as described in 6.7.10 (Testing).

(D)

(This page filed under Transmittal No. 3382)

Issued: September 24, 2013

Effective: October 9, 2013

Four AT&T Plaza, Dallas, Texas 75202

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)

16.3 Service Provisioning (Cont'd)

16.3.7 Design Layout Report

Upon request, the Telephone Company will provide, to the customer, the make-up of facilities and services provided from the customer's premises to the OSS Tandem. This information will be provided in the form of a Design Layout Report. The Design Layout Report will be provided at no charge and will be reissued or updated whenever the facilities provided for the customer's use are materially changed.

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Material and revised material appearing on this page formerly appeared on 8th Revised Page 298 of Tariff F.C.C. No. 68.

(This page filed under Transmittal No. 2176)

Issued: March 3, 1992

Effective: July 1, 1992

Four AT&T Plaza, Dallas, Texas 75202

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)

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16.4 Liability of the Telephone Company

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In addition to the liability statements as set forth in Section 2 (General Regulations), the following also applies.

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- (A) The Telephone Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Tariff. With respect to any other claim or suit, by a customer or any others, for damages arising out of negligent mistakes, omissions, interruptions, delays or errors, defects in transmission, omission from or defects in the applicable list of customers or transfers to customers occurring in the course of furnishing service hereunder, the Telephone Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of time during which such mistake, omission, interruptions, delays, errors, defects in transmission or service, omission from or defects in the applicable list of customers or transfers to customers continues. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service, omission from or defects in the applicable list of customers or transfers to customers which are caused by or contributed to by the negligent omission or willful act of the customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Telephone Company. The Telephone Company expressly disclaims any express or implied warranty for the aforesaid service or offering including no warranty of merchantability or warranty of fitness for any particular purpose. It is expressly acknowledged by all subscribers to the aforesaid service that errors, mistakes and omissions can and will occur and that the Telephone Company neither warrants nor guarantees faultless or perfect service or transmission.

(M)

Material and revised material appearing on this page formerly appeared on 6th Revised Page 300 of Tariff F.C.C. No. 68.

(This page filed under Transmittal No. 2176)

Issued: March 3, 1992

Effective: July 1, 1992

Four AT&T Plaza, Dallas, Texas 75202

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)

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16.4 Liability of the Telephone Company (Cont'd)

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- (B) The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander, or infringement of copyright and trademark arising from the information transmitted over facilities furnished hereunder and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.
- (C) The customer indemnifies and saves the Telephone Company harmless against claims or suits for damages arising where the connection between the calling end user and a local emergency agency is in some way faulty or impaired, due in whole or in part to the negligent mistake or delay of the Telephone Company. Examples of this may include, but are not limited to, instances in which the Telephone Company, through negligent mistake or delay, may provide an incorrect local emergency agency number, delay in locating a local emergency agency number, or disconnect an in-progress call between a calling end user and a local emergency agency.

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Material and revised material appearing on this page formerly appeared on 8th Revised Page 301 of Tariff F.C.C. No. 68.

(This page filed under Transmittal No. 2176)

Issued: March 3, 1992

Effective: July 1, 1992

Four AT&T Plaza, Dallas, Texas 75202

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)16.5 Rate Regulations

This section contains the specific regulations governing the rates and charges which apply for Operator Call Processing service.

There are two types of rates and charges that apply to Operator Call Processing service. These are usage rates and nonrecurring charges.

Usage rates are rates that apply on a per unit basis, e.g., per call transferred. Usage rates are accumulated over a monthly period. For billing purposes, each month is considered to have thirty (30) days.

Nonrecurring charges are one-time charges that apply for a specific work activity (e.g., installation of a service).

Specific rates and charges are set forth in 16.6 (Rates and Charges). Jurisdictional reporting will apply as required in 2.4.1(A) (Report Requirements for Ordering Access Services) and 2.4.1(D) (Report Verification) for determining the Percent Interstate Usage (PIU).

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Material and revised material appearing on this page formerly appeared on 8th Revised Page 301 and 8th Revised Page 302 of Tariff F.C.C. No. 68.

(This page filed under Transmittal No. 2176)

Issued: March 3, 1992

Effective: July 1, 1992

Four AT&T Plaza, Dallas, Texas 75202

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)

16.5 Rate Regulations (Cont'd)

16.5.1 Rate Categories

Rates and charges for Operator Call Processing service depend generally on the specific Operator Call Processing activity, Operator Transfer or Inward Assistance, the customer is requesting.

(A) Reserved for Future Use

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(This page filed under Transmittal No. 3440)

Issued: January 24, 2017

Effective: February 8, 2017

675 W. Peachtree St. NW, Atlanta, GA 30308

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)

16.5 Rate Regulations (Cont'd)

16.5.1 Rate Categories (Cont'd)

(B) Inward Assistance

The Inward Assistance rate is a usage rate applied per OSS operator attempt and is specific to the operator function performed. In addition to including the operator work time and the use of the Telephone Company OSS equipment necessary to perform the requested operator function, these rates also include the recurring traffic sensitive usage costs associated with premium Switched Access Service. The specific rates for Inward Assistance service follow: (D)

(1) Operator Assistance - applicable per Operator Assistance attempt

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(This page filed under Transmittal No. 3433)

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)

16.5 Rate Regulations (Cont'd)

16.5.1 Rate Categories (Cont'd)

(C) Recurring Switched Access Rates

Recurring Switched Access premium rates (Local Switching and Switched Transport) apply to Operator Transfer as set forth in 6.9 (Rates and Charges) for usage originating from all end offices served by the OSS Tandem.

Carrier Common Line (CCL) Premium Access charges as set forth in 3.3 (Rate Regulations) apply. (D)
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Recurring Switched Access rates including CCL charges are not applicable for Inward Assistance.

(This page filed under Transmittal No. 2743)

Issued: January 11, 1999

Effective: January 26, 1999

Four AT&T Plaza, Dallas, Texas 75202

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)

16.5 Rate Regulations (Cont'd)

16.5.1 Rate Categories (Cont'd)

(D) Nonrecurring Switched Access Rates

Nonrecurring Switched Access charges are applicable to both Operator Transfer and Inward Assistance as described in 6.8 (Rate Regulation) and 6.9 (Rates and Charges). In addition, Access Order Charges (i.e., Service Date Change Charges, Cancellation Charges, etc.) as specified in Section 5 (Ordering for Access Service) may apply.

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(This page filed under Transmittal No. 2494)

Issued: August 29, 1995

Effective: October 13, 1995

Four AT&T Plaza, Dallas, Texas 75202

ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)

16.6 Rates and Charges

All rates contained in this section are applicable as specified to Arkansas, Kansas, Missouri, Oklahoma and Texas.

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<u>Inward Assistance</u>	<u>Per Attempt</u>	(T)
Operator Assistance	\$.73	

(This page filed under Transmittal No. 3440)