

## **TARIFF DISTRIBUTION**

FILE PACKAGE NO.: AL-15-0087

DATE: August 10, 2015

STATE: ALABAMA

EFFECTIVE DATE: 08/10/2015

TYPE OF DISTRIBUTION: Approved

PURPOSE: Directory Assistance and Operator Services Exemptions

| <b><u>TARIFF SECTION</u></b> | <b><u>PAGE NUMBER</u></b> | <b><u>PAGE REVISION</u></b> |
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| G003                         | 20.1                      | 0010                        |
| G003                         | 21                        | 0004                        |
| G003                         | 21.1                      | 0000                        |
| G018                         | 24                        | 0003                        |

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.13 Directory Assistance Service

##### A3.13.1 General

- A. The Company furnishes a Directory Assistance service for the purpose of aiding customers in obtaining listing information.
- B. The charging application and rates set forth in A3.13.2 and A3.13.3 apply to customer requests for Directory Assistance.
- C. Directory Assistance Service allows a subscriber to get a telephone number and/or directory address.

##### A3.13.2 Application Of Charges

- A. There will be a charge for all customer calls to Directory Assistance, except as noted in B. following.
- B. *Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory due to a disability which can be confirmed by a physician or certifying agent. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of directory service requests, such as requests for numbers outside of the Company's local calling and LATA/NPA serving areas for 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. Local Directory Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Directory Assistance exemption is a voluntary program of the Company that may be terminated at any time.* (C)
- C. Surcharges as specified in A3.14.3 will be applicable to all calls to Directory Assistance Service handled by the operator ("0-"), provided that the "0" operator is not the only source for Local Directory Assistance, or dialed by the customer ("0+").

##### A3.13.3 Rates And Charges

|   | Rate   | USOC |
|---|--------|------|
| A. Directory Assistance service - request of a listing (maximum of three requests per call)             |        |      |
| 1. Within the Company's local calling or LATA/NPA serving area for the originating line                 |        |      |
| (a) Per call  | \$2.29 | NA   |
| 2. Outside the Company's local calling and LATA/NPA serving areas for the originating line <sup>1</sup> |        |      |
| (a) Per call  | 2.29   | NA   |
| B. Directory Assistance service to Payphone Service Providers   |        |      |
| 1. All calls to Directory Assistance  |        |      |
| (a) Per call  | .35    | NA   |

**Note 1:** No *allowances*, exemptions or exceptions apply. This service is available where technically feasible. (T)

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## A3. BASIC LOCAL EXCHANGE SERVICE

### A3.14 Local Operator Services

#### A3.14.1 General

For any Operator Station or Person-To-Person message completed within the Local Calling Area, the appropriate service charge specified in A3.14.3 following, will be applied except as specified in A3.14.2.A. following.

#### A3.14.2 Application Of Charges

- A. The appropriate service charge, as specified in A3.14.3 following, will be applied to each completed call except
1. for calls to the Company for official telephone business,
  2. for emergency calls to agency type telephone numbers such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations and to any emergency medical number,
  3. *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 is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Operator Assistance usage will be monitored by the Company 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 the Company that may be terminated at any time.* (C)
  4. when the caller advises he has had service trouble in reaching the terminating number,
  5. for local emergency calls from a coin station,
  6. for station-paid calls from hotel guests, or
- B. The call may be billed to the originating telephone, third number, collect, or any other Company-approved identification number. (M)

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.14 Local Operator Services (Cont'd)

##### A3.14.3 Rates And Charges

A. The following charges for operator system served local calls apply in addition to the local dial rates:

1. Billing Surcharges - Station-to-Station

(a) (DELETED)

(b) Operator

(c) Inmate calls originating from correctional facilities  
(Automated)

**Charge**

**USOC**

(M)

(M)

(M)

(M)

(M)

(M)

2. Billing Surcharges - Person-to-Person

(a) Each

3. Operator Dialed Surcharge<sup>1</sup>

(a) Station-to-station operator assisted or person-to-person  
operator assisted calls where the operator dials the  
terminating number.

4. Partially Automated Surcharge<sup>2</sup>

(a) Station-to-station operator assisted calls where the  
customer dials the terminating number.

5. Zero Minus Charge<sup>3</sup>

(a) Provision of Area Code, Place Name (in what Area  
Code is a city or exchange), Ring Back (caller wants  
call back to test whether equipment connected to his  
line "rings" when outside caller dials his number),  
Operator Dialing of 800, 888, 877, 866 and 855  
numbers on the caller's behalf; each request (one  
request per call)

**5.00**

**NA**

(M)

(M)

**1.00**

**NA**

(M)

(M)

(M)

(M)

**.95**

**NA**

(M)

(M)

**Note 1:** An Operator Dialed Surcharge is in addition to any applicable Billing Surcharge.

(M)

**Note 2:** A Partially Automated Surcharge is in addition to any applicable Billing Surcharge.

(M)

**Note 3:** Applies when customer dials zero and no other digits from a local exchange wireline, requests  
and receives service as described. This charge is not applied to requests originating from  
payphones or wireless.

(M)

## A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

### A18.8 Intra-LATA Long Distance Operator Verification/Interruption Service (Cont'd)

#### A18.8.3 Rates (Cont'd)

2. Interruption:

A charge applies each time the operator interrupts voice conversation in progress and does not depend on whether the called party agrees to release the line.

- |                       | Rate   | USOC |
|-----------------------|--------|------|
| (a) Each Interruption | \$6.00 | NA   |
3. If an operator both verifies the condition of the line and interrupts conversation on the same request, only the interrupt charge applies.
4. The charges for Intra-LATA Verify/Interrupt Service are in addition to any applicable message rates.

### A18.9 Intra-NPA Long Distance Operator Service Requiring Telephone Number Assistance

A. Intra-NPA Long Distance Operator Service Requiring Telephone Number Assistance is that service for which the operator is required to obtain the telephone number of the called party in order to complete the call. This service is furnished in conjunction with an intra-NPA long distance call placed through a "0" operator.

B. Application of Charges

1. The charge specified in A18.9.C. will be applicable to all subscribers except for residence customers who are unable to use a telephone directory because of a visual or physical **disability** which can be confirmed by a **registered** physician **or certifying agent, as described in A3.14.** (T)
2. Telephone Number Assistance Charge
- A telephone number assistance charge applies to operator-assisted intra-NPA long distance Station-to-Station of Person-to-Person calls for which the "0" operator is required to obtain or to attempt to obtain the telephone number of the called party in order to complete the call.
  - Only one telephone number assistance charge will apply on any operator Person-to-Person intra-NPA long distance call.
  - On a completed collect intra-NPA long distance call, a telephone number assistance charge will be billed to the same telephone number or account number billed for the intra-NPA long distance call.
  - A service charge, as specified in A18.9.C., for the long distance operator obtaining, or attempting to obtain, the telephone number of the called party will apply to all telephone number assistance calls described in A18.9. Applicable charges, as specified in A3.13.3., will also apply for the Intra-NPA Long Distance Directory Assistance Service provided.

C. Service Charge

1. Telephone Number Assistance Service Charge

|               | Charge<br>Per Call | USOC |
|---------------|--------------------|------|
| (a) Each call | \$ .40             | NA   |

### A18.10 Reserved for Future Use

### A18.11 Reserved for Future Use

### A18.12 Reserved for Future Use

### A18.13 Reserved for Future Use