

LOCAL OPERATOR ASSISTANCE SERVICE CHARGES^{/1/} (C)

A. Descriptive Summary

The Company furnishes local assistance by a Company provided operator whereby customers may request assistance in dialing a local number. (C)
(D)

B. Regulations

1. The rates set forth in *C. Rates*, below apply to local operator assistance requests originating for all classes and grades of services. Definitions for Operator Assistance Services are found in 'Long Distance Message Telecommunications Service', Part 9, Section 1.
2. 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.
3. Local Assistance Service charges will not apply where the Company operator is requested to establish:
 - Local calls from mobile and marine stations.

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

LOCAL OPERATOR ASSISTANCE SERVICE CHARGES (cont'd)

C. Rates

The Service Charges listed below are in addition to applicable local message usage charges or in lieu of local call rates from pay telephones.

<u>Description</u>	<u>Non-Pay Telephone Rate</u>	<u>Pay Telephone Rate</u> ^{/1,2/}	
Station-to-Station Service			
			(D)
			(D)
<i>Collect-Inmate</i> ^{/3/}	1.45	1.95	(C)
			(D)
			(D)
<i>Sent Paid</i>			
Non-Automated	3.95	NA	
Semi-Automated	3.95	NA	
			(D)
			(D)

D. Payphone Use Charge

The Payphone Use Charge applies to all completed non-sent paid calls placed from payphones. Non-sent paid is defined as a call which is placed without advance deposit of currency at the payphone. The Payphone Use Charge will apply in addition to applicable Operator Assistance Charges specified in paragraph C. Rates, above.

Payphone Use Charge \$0.50

- /1/ Pay telephones include all pay type telephones that accept coins, or are coinless, or have a card reader, or a combination of a coin accepting/card reader telephone.
- /2/ Apply *Payphone Use Charge* in paragraph D. to alternately billed calls.
- /3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)
(N)
(D)

INTERCEPT REFERRAL SERVICE (cont'd)

B. Description of Service (cont'd)

3. Intercept Referral Service for DID, Centrex, Plexar II and Plexar Custom Customers

Direct Inward Dial (DID), Centrex, Plexar II and Plexar Custom customers are characterized by a large number of telephone numbers, and a concentration between numbers and trunks or trunk equivalents. For these customers, the two referral configurations available are:

- Each telephone number may be referred to a common message, or (C)
- A block of sequential telephone numbers may be referred to a common message.

(D)
(D)

INTERCEPT REFERRAL SERVICE (cont'd)

C. Charges

	Nonrecurring Charge			
	<u>Up to 90 days</u>	<u>91-180 days</u>	<u>181-365 days</u>	
<i>If the period of service requested by the customer is:</i>				(D)
				(D)
DID, Centrex, Plexar II and Plexar Custom ^{/1/}				(C)
Basic Intercept Referral Service				
Each number referred individually (per telephone number).....	20.00	40.00	60.00	
Block of sequential numbers referred to one message (per block)	110.00	220.00	330.00	(D)
				(D)

No other charges apply except for those charges listed in this guidebook section.

/1/ For the primary listed telephone number for DID, Centrex, Plexar II, and Plexar Custom Services, see B.1. (C)
(N)