(C)

(C) (D)

LOCAL OPERATOR ASSISTANCE SERVICE CHARGES/1/

A. Descriptive Summary

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

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)

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.

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

(D)

INTERCEPT REFERRAL SERVICE

A. General

Intercept Referral Service is a service used when a customer disconnects service or changes their telephone number. Calls to the intercepted telephone number are referred to a standard recorded announcement. This service is available where facilities permit.

'Rules and Regulations Applying to All Customers' Contracts' found in Part 2, Section 2 is applicable to the provision of Intercept Referral Service.

B. Description of Service

1. Basic Intercept Referral Service

This service provides a recorded announcement (the type of recording is based on availability of Company facilities). The announcement states that the called number has been disconnected or is no longer in service. (C)

(C) (D)

(C)

(C)

(D) (D)

Basic Intercept Referral Service is provided free of charge to residential customers for a minimum of thirty days where facilities exist, and the threat of telephone number exhaustion is not imminent for a specific central office.

Basic Intercept Referral Service for single line business customers and the primary listed telephone number for Direct Inward Dial (DID), Centrex, Plexar II and Plexar Custom customers shall be available upon request, free of charge, for a minimum of thirty days and up to the life of the directory, whichever is greater. However, if the threat of telephone number exhaustion becomes imminent for a specific central office, the company may re-issue a disconnected number prior to the expiration of the directory but no earlier than 30 days after the disconnection of the business telephone number. A charge will apply on all other non-primary DID, Centrex, Plexar II and Plexar Custom numbers (also see Centrex Service in Part 20, Section 5).

(D)

(D)

Effective: December 31, 2019

INTERCEPT REFERRAL SERVICE (cont'd)

B. Description of Service (cont'd)

Tracking No. AR-19-0049

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)

AT&T ARKANSAS GUIDEBOOK

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INTERCEPT REFERRAL SERVICE (cont'd)

C. Charges

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

(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, (C) see B.1.
(N)