

**BUSINESS AND RESIDENTIAL SERVICES
PRICING AND SERVICE GUIDE**

SECTION 8 – OPERATOR SERVICES

8.1 Directory Assistance Services

8.1.1 Directory Assistance

(A) Directory Assistance

Directory Assistance is available to Business and Residential Customers of the Company for locations within the United States where such information is available to the Company. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two (2) requests may be made on each call to Directory Assistance. In order to obtain two (2) requests, the Customer must make the request upon reaching a live operator. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number. When more than one Directory Assistance Bureau handles requests for listings within the same area code, two listing will be provided only when the listing information is accessible to the Directory Assistance Operator that handles the request.

Jurisdiction	Per Call Rate
Interstate	\$2.49
Intrastate	
Alabama, Florida, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee Georgia ^{/1/}	\$1.20
IntraLATA	\$0.94
InterLATA	\$1.20
Louisiana	\$0.85

(B) Florida Exemption for Customers with Disabilities

Customers who have a visual or physical disability that prevents use of a telephone directory are exempt from the charges of Directory Assistance calls for up to and including 50 calls per month. This exemption applies to calls billed to one residential telephone line per Customer certified by the Local Exchange Carrier as disabled and applies to Directory Assistance calls for personal use only. Calls in excess of 50, where billing is available, will be billed the tariffed Directory Assistance charges set forth in (A) and (C) herein. Proof of certification is required.

(C) Directory Assistance Call Completion

The Company Directory Assistance operator will complete the call to the number requested by the Customer without requiring the Customer to redial the number. A Directory Assistance Call Completion charge applies for this service. This charge is in addition to the charge for determining the telephone number requested by the Customer and in addition to any usage and per call charges associated with placing the call.

Jurisdiction	Per Call Rate
Interstate	\$0.50
Intrastate	\$0.45
Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee	

^{/1/} Where the Company's system cannot distinguish between an intraLATA and an interLATA Directory Assistance Call, the Company will charge the intraLATA rate for those calls.

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8.2 Domestic Operator Services

8.2.1 General

Operator Services are provided to Residential and Business Customers with presubscribed Access Lines. Operator Services allows the caller to place a call and arrange for billing to the presubscribed Access Line or to an alternate billing arrangement. All calls are billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute. Holiday discounts, as defined in the pricing and service guide, apply. Usage charges and an appropriate service charge will be assessed on a per call basis. For calls made using a commercial credit card, acceptance of the card will be dependent upon the Company's ability to verify the card as valid. Only those cards accepted by the Company may be used for Operator Services.

8.2.2 Per-Minute Per Call Usage Charges

Interstate Per Call Rate
\$1.15

Intrastate	Per Call Rate
Alabama, Florida, Kentucky, Mississippi, North Carolina, and Tennessee	\$0.35
South Carolina	\$0.33
Georgia InterLATA and IntraLATA	
Mileage 0-22	\$0.00
Mileage 23 +	\$0.35
Louisiana	
Mileage 0-10	\$0.14
Mileage 11-16	\$0.19
Mileage 17-22	\$0.24
Mileage 23 +	\$0.25

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8.2 Domestic Operator Services (continued)

8.2.3 Service Charges

One of the following per call service charges applies to each live or automated operator assisted station to station calls placed using the Company's services. Per call charges vary by type of call and type of billing method selected by the Customer. The Fully Automated Per Call Service Charge applies if a call; (a) is placed by a party identified as disabled and as a result of that disability cannot complete the call and the caller requests operator assistance for call completion; (b) it cannot be completed by the caller due to equipment failure or trouble on the long distance network and the caller requests operator assistance for call completion.

Interstate	Comm. Credit Card^{/1/}	Billed to Line^{/1/}
Fully Automated	\$4.50	\$4.50
Operator Assisted	\$4.99	\$12.50
Operator Dialed	\$4.99	\$12.50

Intrastate	Comm. Credit Card^{/1/}	Billed to Line^{/1/}
Alabama		
Fully Automated	\$1.25	\$2.10
Operator Assisted	\$2.10	\$3.10
Operator Dialed	\$2.10	\$3.10
Florida		
Fully Automated	\$1.55	\$1.55
Operator Assisted	\$1.55	\$1.55
Operator Dialed	\$1.55	\$1.55
Georgia		
Fully Automated	\$4.95	\$3.95
Operator Assisted	\$5.50	\$6.50
Operator Dialed	\$5.50	\$6.50
Kentucky		
Fully Automated	\$4.45	\$3.55
Operator Assisted	\$4.95	\$5.85
Operator Dialed	\$4.95	\$5.85

^{/1/} Where this billing option is available. Billed to Line may also be billed as Sent Paid service.

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8.2 Domestic Operator Services (continued)

8.2.3 Service Charges (continued)

Intrastate	Comm. Credit Card^{/1/}	Billed to Line^{/1/}
Louisiana		
Fully Automated	\$1.35	\$1.95
Operator Assisted	\$1.95	\$1.95
Operator Dialed	\$4.05	\$4.05
Mississippi		
Fully Automated	\$0.90	\$1.80
Operator Assisted	\$1.80	\$2.25
Operator Dialed	\$1.80	\$2.25
North Carolina		
Fully Automated	\$1.50	\$2.25
Operator Assisted	\$2.25	\$2.25
Operator Dialed	\$2.25	\$2.25
South Carolina		
Fully Automated	\$4.45	\$4.45
Operator Assisted	\$4.95	\$9.45
Operator Dialed	\$4.95	\$9.45
Tennessee		
Fully Automated	\$4.95	\$3.15
Operator Assisted	\$4.95	\$3.15
Operator Dialed	\$4.95	\$3.15

/1/ Where this billing option is available. Billed to Line may also be billed as Sent Paid service.

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8.3 International Operator Services

8.3.1 General

International Operator Services are available on a presubscribed and casual calling basis to Business and Residential Customers and are available from originating locations within the United States where Customers have the ability to dial directly to the Company network. Calls may be placed between the United States and those countries listed herein. Operator Services allow the Customer to place a call and arrange for billing to the presubscribed Residential Access Line or to an alternate billing arrangement. Calls are rounded up to the next whole minute for billing purposes and are billed to the Customer through the monthly bill of the Customer's local exchange carrier.

8.3.2 Per Minute Rates - International Locations

Country	Initial Minute	Each Additional Minute	Country	Initial Minute	Each Additional Minute
Afghanistan	\$7.00	\$7.00	Bulgaria	\$2.55	\$2.55
Albania	\$4.41	\$4.41	Burkina Faso	\$3.89	\$3.89
Algeria	\$2.59	\$2.59	Burundi	\$4.85	\$4.85
Andorra	\$1.96	\$1.96	Cameroon	\$2.65	\$2.65
Angola	\$4.95	\$4.95	Canada	\$0.75	\$0.75
Anguilla	\$1.95	\$1.95	Cape Verde Islands	\$3.34	\$3.34
Antarctica (Casey Base)	\$5.57	\$5.57	Cayman Islands	\$1.75	\$1.75
Antarctica (Scott Base)	\$5.57	\$5.57	Central African Republic	\$4.79	\$4.79
Antigua	\$1.81	\$1.81	Chad	\$5.33	\$5.33
Argentina	\$2.51	\$2.51	Chile	\$1.83	\$1.83
Armenia	\$3.93	\$3.93	Cameroon	\$2.65	\$2.65
Aruba	\$1.71	\$1.71	China	\$3.47	\$3.47
Ascension Island	\$3.28	\$3.28	Christmas Island	\$2.08	\$2.08
Australia	\$2.08	\$2.08	Cocos Island	\$2.08	\$2.08
Austria	\$1.85	\$1.85	Colombia	\$2.54	\$2.54
Azerbaijan	\$3.92	\$3.92	Comoros	\$5.44	\$5.44
Bahamas	\$1.52	\$1.52	Congo, Republic of	\$2.46	\$2.46
Bahrain	\$2.65	\$2.65	Cook Islands	\$5.81	\$5.81
Bangladesh	\$4.85	\$4.85	Costa Rica	\$2.10	\$2.10
Barbados	\$1.82	\$1.82	Croatia	\$2.18	\$2.18
Belarus	\$3.98	\$3.98	Cuba	\$1.89	\$1.89
Belgium	\$1.92	\$1.92	Cyprus	\$2.23	\$2.23
Belize	\$2.18	\$2.18	Czech Republic	\$2.27	\$2.27
Benin	\$2.46	\$2.46	Denmark	\$1.84	\$1.84
Bermuda	\$1.68	\$1.68	Diego Garcia	\$4.49	\$4.49
Bhutan	\$5.54	\$5.54	Djibouti	\$3.69	\$3.69
Bolivia	\$2.33	\$2.33	Dominica	\$2.21	\$2.21
Bosnia & Herzegovina	\$2.19	\$2.19	Dominican Republic	\$1.82	\$1.82
Botswana	\$2.30	\$2.30	East Timor	\$9.83	\$9.83
Brazil	\$2.49	\$2.49	Easter Island	\$1.83	\$1.83
British Virgin Islands	\$1.73	\$1.73	Ecuador	\$2.46	\$2.46
Brunei	\$2.87	\$2.87	Egypt	\$2.76	\$2.76

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8.3 International Operator Services (continued)

8.3.2 Per Minute Rates - International Locations (continued)

Country	Initial Minute	Each Additional Minute	Country	Initial Minute	Each Additional Minute
El Salvador	\$2.07	\$2.07	Ivory Coast	\$3.14	\$3.14
Equatorial Guinea	\$4.94	\$4.94	Jamaica	\$1.94	\$1.94
Eritrea	\$3.13	\$3.13	Japan	\$2.15	\$2.15
Estonia	\$4.37	\$4.37	Jordan	\$2.53	\$2.53
Ethiopia	\$2.72	\$2.72	Kazakhstan	\$3.98	\$3.98
Faeroe Islands	\$1.81	\$1.81	Kenya	\$2.68	\$2.68
Falkland Islands	\$4.22	\$4.22	Kiribati	\$4.49	\$4.49
Fiji Islands	\$3.45	\$3.45	Korea, North	\$6.42	\$6.42
Finland	\$1.92	\$1.92	Korea, South	\$2.23	\$2.23
France	\$1.64	\$1.64	Kosovo	\$1.62	\$1.62
French Antilles	\$1.74	\$1.74	Kuwait	\$2.35	\$2.35
French Guiana	\$2.10	\$2.10	Kyrgyzstan	\$3.82	\$3.82
French Polynesia	\$3.15	\$3.15	Laos	\$7.22	\$7.22
Gabon	\$2.65	\$2.65	Latvia	\$3.94	\$3.94
Gambia	\$2.47	\$2.47	Lebanon	\$4.27	\$4.27
Georgia	\$3.96	\$3.96	Lesotho	\$2.45	\$2.45
Germany	\$1.63	\$1.63	Liberia	\$2.53	\$2.53
Ghana	\$2.73	\$2.73	Libya	\$2.65	\$2.65
Gibraltar	\$2.43	\$2.43	Liechtenstein	\$1.88	\$1.88
Greece	\$2.59	\$2.59	Lithuania	\$3.90	\$3.90
Greenland	\$2.22	\$2.22	Luxembourg	\$1.85	\$1.85
Grenada	\$1.87	\$1.87	Macao	\$3.36	\$3.36
Guadeloupe	\$1.75	\$1.75	Macedonia	\$2.23	\$2.23
Guatemala	\$2.28	\$2.28	Madagascar	\$5.28	\$5.28
Guinea	\$3.13	\$3.13	Malawi	\$2.24	\$2.24
Guinea-Bissau	\$5.21	\$5.21	Malaysia	\$2.90	\$2.90
Guyana	\$2.69	\$2.69	Maldives	\$4.37	\$4.37
Haiti	\$2.11	\$2.11	Mali Republic	\$3.45	\$3.45
Honduras	\$2.34	\$2.34	Malta	\$2.57	\$2.57
Hong Kong	\$2.46	\$2.46	Marshall Islands	\$3.11	\$3.11
Hungary	\$2.09	\$2.09	Mauritania	\$3.68	\$3.68
Iceland	\$2.14	\$2.14	Mauritius	\$4.35	\$4.35
India	\$3.48	\$3.48	Mayotte Island (See Reunion Island)		
Indonesia	\$3.01	\$3.01	Mexico – Rate Step 1	\$0.75	\$0.75
INMARSAT - SNAC	\$11.97	\$11.97	Mexico – Rate Step 2	\$1.50	\$1.50
Iran	\$3.02	\$3.02	Micronesia	\$2.88	\$2.88
Iraq	\$3.87	\$3.87	Moldova	\$3.45	\$3.45
Ireland	\$1.68	\$1.68	Monaco	\$1.62	\$1.62
Israel	\$2.43	\$2.43	Mongolia	\$5.64	\$5.64
Italy	\$1.88	\$1.88	Montenegro	\$2.37	\$2.37

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8.3 International Operator Services (continued)

8.3.2 Per Minute Rates - International Locations (continued)

Country	Initial Minute	Each Additional Minute	Country	Initial Minute	Each Additional Minute
Montserrat	\$2.08	\$2.08	Serbia	\$2.37	\$2.37
Morocco	\$2.49	\$2.49	Seychelles Islands	\$4.74	\$4.74
Mozambique	\$4.41	\$4.41	Sierra Leone	\$3.35	\$3.35
Myanmar	\$7.62	\$7.62	Singapore	\$2.35	\$2.35
Namibia	\$2.44	\$2.44	Slovakia	\$2.12	\$2.12
Nauru	\$4.97	\$4.97	Slovenia	\$2.31	\$2.31
Nepal	\$4.18	\$4.18	Solomon Islands	\$4.47	\$4.47
Netherlands	\$1.26	\$1.26	Somalia	\$4.64	\$4.64
Netherlands Antilles	\$1.83	\$1.83	South Africa	\$2.10	\$2.10
Networks	\$10.64	\$10.64	Spain	\$2.11	\$2.11
New Caledonia	\$3.38	\$3.38	Spanish Sahara	\$5.40	\$5.40
New Zealand	\$2.35	\$2.35	Sri Lanka	\$4.34	\$4.34
Nicaragua	\$2.06	\$2.06	St. Helena	\$4.52	\$4.52
Niger Republic	\$3.49	\$3.49	St. Kitts/Nevis	\$1.94	\$1.94
Nigeria	\$2.08	\$2.08	St. Lucia	\$1.88	\$1.88
Niue	\$5.21	\$5.21	St. Maarten	\$1.83	\$1.83
Norfolk Island	\$5.57	\$5.57	St. Pierre/Miquelon	\$1.66	\$1.66
Norway	\$1.64	\$1.64	St. Vincent/Grenadines	\$1.92	\$1.92
Oman	\$2.63	\$2.63	South Sudan	\$4.72	\$4.72
Pakistan	\$5.04	\$5.04	Sudan	\$4.72	\$4.72
Palau, Republic of	\$4.51	\$4.51	Suriname	\$3.32	\$3.32
Palestinian Authority	\$4.31	\$4.31	Swaziland	\$2.49	\$2.49
Panama, Republic of	\$2.11	\$2.11	Sweden	\$1.65	\$1.65
Papua New Guinea	\$2.88	\$2.88	Switzerland	\$1.77	\$1.77
Paraguay	\$2.90	\$2.90	Syria	\$4.01	\$4.01
Peru	\$2.39	\$2.39	Taiwan	\$2.65	\$2.65
Philippines	\$2.77	\$2.77	Tajikistan	\$3.84	\$3.84
Pitcairn	\$5.04	\$5.04	Tanzania	\$2.72	\$2.72
Poland	\$1.93	\$1.93	Thailand	\$2.84	\$2.84
Portugal	\$2.16	\$2.16	Togo	\$2.87	\$2.87
Qatar	\$2.73	\$2.73	Tokelau	\$9.00	\$9.00
Reunion Island (includes Mayotte Island)	\$3.52	\$3.52	Tonga Islands	\$3.85	\$3.85
Romania	\$2.86	\$2.86	Trinidad & Tobago	\$2.00	\$2.00
Russia	\$3.98	\$3.98	Tunisia	\$2.46	\$2.46
Rwanda	\$3.91	\$3.91	Turkey	\$2.44	\$2.44
San Marino	\$1.97	\$1.97	Turkmenistan	\$1.88	\$1.88
Sao Tome	\$4.87	\$4.87	Turks & Caicos	\$3.81	\$3.81
Saudi Arabia	\$2.68	\$2.68	Tuvalu	\$6.10	\$6.10
Senegal Republic	\$2.98	\$2.98	Uganda	\$2.74	\$2.74

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8.3 International Operator Services (continued)

8.3.2 Per Minute Rates - International Locations (continued)

Country	Initial Minute	Each Additional Minute	Country	Initial Minute	Each Additional Minute
Ukraine	\$3.96	\$3.96	Vietnam	\$3.48	\$3.48
United Arab Emirates	\$2.33	\$2.33	Wallis & Futuna Islands	\$5.43	\$5.43
United Kingdom	\$1.54	\$1.54	Western Sahara	\$5.40	\$5.40
Uruguay	\$2.26	\$2.26	Western Samoa	\$4.07	\$4.07
Uzbekistan	\$3.90	\$3.90	Yemen Arab Republic	\$2.46	\$2.46
Vanuatu	\$6.02	\$6.02	Zaire	\$2.34	\$2.34
Vatican City	\$1.88	\$1.88	Zambia	\$2.34	\$2.34
Venezuela	\$1.71	\$1.71	Zimbabwe	\$2.38	\$2.38

8.3.3 International Per Call Surcharges

	Other International Locations	Canada	Mexico	Cuba
Billing Option - Commercial Credit Card^{/1/}				
Fully Automated Station-to-Station	N/A	N/A	N/A	N/A
Operator Assisted Station-to-Station	N/A	N/A	N/A	N/A
Operator Dialed Station-to-Station	N/A	N/A	N/A	N/A
Billing Option - Sent Paid				
Fully Automated Station-to-Station	\$9.00	\$9.00	\$9.00	\$9.00
Operator Assisted (where available)	\$9.00	\$9.00	\$9.00	\$9.00
Operator Dialed (where available)	\$9.00	\$9.00	\$9.00	\$9.00

8.3.4 International Mobile Termination Charge

See Sections 6.4.1 and 7.4.8 of this pricing and service guide for the applicable International Mobile Termination Charge.

/1/ Where this billing option is available.