

**RESIDENTIAL SERVICE GUIDE FOR
INTEREXCHANGE, INTERSTATE AND INTERNATIONAL SERVICES**

SECTION 5 – INTERNATIONAL SERVICE DESCRIPTIONS, RATES, AND CHARGES

5.2 Travel Service (continued)

5.2.1 The following types of operator assistance are provided by the Company:

- (A) Station-to-Station Fully Automated – The Customer dials the appropriate access number or code plus the domestic or foreign destination telephone number. The caller enters the necessary calling card digits or other billing information (e.g., name of called party for Collect Calls) when prompted by the Company's automated system. (C)
- (B) Station-to-Station Operator Assisted – The Customer dials the appropriate access number or code plus the domestic or foreign destination telephone number and utilizes the assistance of a live operator to bill the call (e.g., operator enters calling card digits or other billing information.)
- (C) Station-to-Station Operator Dialed – The Customer dials the appropriate access number or code plus the domestic or foreign destination telephone number and utilizes the assistance of a live operator to bill (e.g., operator enters calling card digits or other billing information) and complete the call. (C)
(C)
- (D) Person-to-Person Operator Assisted – The Customer dials the appropriate access number or code plus the domestic or foreign destination telephone number and utilizes the assistance of a live operator to bill the call (e.g., operator enters calling card digits or other billing information.) Call charges do not apply unless the caller reaches the requested individual, particular mobile station, particular station, room, department or office through a PBX attendant, or an agreed upon alternative.
- (E) Person-to-Person Operator Dialed – The Customer dials the appropriate access number or code plus the domestic or foreign destination telephone number and utilizes the assistance of a live operator to bill (e.g., operator enters calling card digits or other billing information) and complete the call. Call charges do not apply unless the caller reaches the requested individual, particular mobile station, particular station, room, department or office through a PBX attendant, or an agreed upon alternative. (C)
(C)
- (F) Directory Assistance - Directory Assistance is available to Customers of the Company for locations within the United States and certain international locations where such information is available to the Company. Customers must dial the appropriate access number or code to reach the Company's Directory Assistance Bureau. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made during each call to Directory Assistance. In order to obtain two (2) requests, the Customer must make the request upon reaching a line 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.
- (G) 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. Directory Assistance Call Completion is available for use with Station-to-Station calls billed to a Calling Card, LEC Calling Card or Third Party. Directory Assistance Call Completion may not be used in conjunction with Collect or Person to Person calls. This service is not available for calls originating in international locations.