

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

SECTION 3 – GENERAL INFORMATION

3.1 Interstate Service Descriptions (continued)

3.1.5 Inbound Long Distance Services (continued)

- (D) Call Percentage Allocation – Allows the Customer to route calls placed on a toll free number to multiple termination numbers based on whole percentages that add up to 100 percent.
- (E) Call Routing - Allows the Customer to route incoming calls to different locations based on geographic location of origination, time-of-day, day-of-week, day or year or percentage allocation.
- (F) National Toll Free Directory Assistance Listing Service - Beginning September 1, 2003, this service will allow up to one (1) listing per each toll free number in the National Toll Free Directory Assistance Listing Service, except that Customer who previously have been allowed up to three (3) listings per each toll free number in the National Toll Free Directory Assistance Listing Service will be permitted to retain these listings in accordance with other terms and conditions contained in 4.13 of this pricing and service guide.

Rates, billing increments, discounts and qualifications, if applicable, vary by service plan and are provided in later sections of this pricing and service guide.

3.1.6 Operator Services

Operator Services are available on a presubscribed basis to Business Customers. Operator Services allow the Customer to place a call and arrange for billing to the presubscribed Business Access Line or to an alternate billing arrangement including a commercial credit card, collect to the called party¹ or to a third party. Calls are rounded up to the next whole minute for billing purposes. (C)

Services provided to transient end users from Pay Telephones, Hotels, Motels or other Aggregator location are provided for under the Company's FCC OSP Informational Tariff on file with the FCC.

- (A) The following billing arrangements are available to Customers through the Company=s Operator Services:

- (1) Operator Station (Operator Assisted 0+-)

This is a Service whereby the Customer places a non-person-to-person call by dialing 0 + area code + station number and chooses to wait for the assistance of an operator (live or automated). When placing an operator station call, the caller is connected to a non-specified individual at the terminating end. Such calls may be billed to a credit card, the called number (collect)¹ or a valid third party telephone number. (C)

¹Effective March 18, 2016, this billing option and/or call type will be discontinued and withdrawn from operation. (N)

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SECTION 3 – GENERAL INFORMATION

3.1 Interstate Service Descriptions (continued)

3.1.6 Operator Services (continued)

(A) (continued)

(2) Person-to-Person¹ (C)

This is a Service whereby the Customer originating the call specifies to an operator a particular person to be reached, or a particular person, station, room number, department, or office to be reached through a PBX attendant. Person-to-person calls may be billed to credit card, the called number (collect) or a valid third party telephone number.

(3) Operator Dialed (0--)¹ (C)

This is a Service whereby the Customer dials 00- from an Access Line presubscribed to the Company, or is transferred to a Company operator from the local exchange carrier after dialing 0-, and then asks the operator to dial the destination number. Such calls may be billed to a credit card, the called number (collect) or a valid third party telephone number.

3.1.7 Reserved for Future Use

¹Effective March 18, 2016, this billing option and/or call type will be discontinued and withdrawn from operation. (N)

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4.2 Business Operator Services

- 4.2.1 Business Operator Services are provided to Customers with presubscribed Business Access Lines. Business Operator Services allows the caller to place a call and arrange for billing to the presubscribed Business 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 tariff, 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. The Company reserves the right to verify acceptance of charges prior to billing to a third party telephone number.

Service is provided at the following rates:

(A)	Initial Billing Increment:	One Minute
(B)	Additional Billing Increment:	One Minute
(C)	Recurring Charges:	\$0.00
(D)	Non-Recurring Charges:	\$0.00
(E)	Minimum Monthly Commitment:	None
(F)	Term Plan Available:	No
(G)	Standard Per Minute Usage Charges:	All types of calls

For calls billed Operator Station (including Collect², Third Party and Person-to-Person²):

Per Minute Rate
\$1.15

(C)
|
(C)

4.2.2 Service Charges

One of the following per call service charges applies to each live or automated operator assisted call 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.

	Billed Collect ²	Billed To Third Party ^{1,2}	Billed to Line ¹
Station to Station			
Fully Automated	\$5.99	\$6.99	\$4.50
Operator Assisted	\$5.99	\$6.99	\$12.50
Operator Dialed	\$5.99	\$6.99	\$12.50
Person to Person ²			
Operator Assisted	\$12.50	\$12.50	\$12.50
Operator Dialed	\$12.50	\$12.50	\$12.50

(C)

(C)

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

²Effective March 18, 2016, this billing option and/or call type will be discontinued and withdrawn from operation.

(N)

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SECTION 5 – INTERNATIONAL SERVICE DESCRIPTIONS, RATES, AND CHARGES

5.6 Business International Operator Services (continued)

5.6.5 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
Person/Person ²	N/A	N/A	N/A	N/A
Billing Option – Collect²				
Fully Automated Station-to-Station	N/A	\$6.50	N/A	N/A
Operator Assisted (where available)	N/A	\$7.50	N/A	N/A
Operator Dialed (where available)	N/A	\$7.50	N/A	N/A
Person/Person ²	N/A	\$9.99	N/A	N/A
Billing Option - Bill to Third Party^{**2} or 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
Person/Person (where available) ²	\$9.99	\$9.99	\$9.99	\$9.99
General Assistance Charges				
Busy Line Verification ²	\$9.45	\$9.45	\$9.45	\$9.45
Emergency Interrupts ²	\$9.45	\$9.45	\$9.45	\$9.45

(C)
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****International calls that are billed to a United States third party only. Calls cannot be billed to a third party located outside the United States.**

5.6.6 International Mobile Termination Charge

See Section 5.7 of this pricing and service guide for the applicable International Mobile Termination Charge.

¹Where this billing option is available.

²Effective March 18, 2016, this billing option and/or call type will be discontinued and withdrawn from operation. (N)

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SECTION 6 – SUPPLEMENTAL SERVICES

6.1 Directory Assistance Services (continued)

(D)

6.1.3 International Directory Assistance¹

(C)

International Directory Assistance is available to certain international locations based upon the availability of directory assistance information. Directory Assistance is available to Customers of the Company for use in obtaining numbers for international locations where such information is available to the Company. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made, to the same operator, on each call to Directory Assistance. In order to obtain two (2) requests, the Customers 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.

Per International Call to Directory Assistance:

Canadian Directory Assistance	\$3.80
All other international locations	\$6.95

¹Effective March 18, 2016, this billing option and/or call type will be discontinued and withdrawn from operation. (N)