

**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 Allocation¹ – 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. (C)
- (E) Call Routing¹ - 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. (C)
- (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 a commercial credit card. Calls are rounded up to the next whole minute for billing purposes.

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.

¹ Effective November 30, 2016, Call Percentage Allocation and Call Routing optional features will no longer be available to new customers or to existing customers at new locations or on new toll-free numbers. Existing customers may retain the call routing arrangement, but moves, adds or changes will not be permitted.