

1. OPERATOR ASSISTANCE SERVICE CHARGES

A. General

1. Description

In addition to the rates and charges associated with the Two-Point Message Telecommunication Service described in Part 9 Section 1, the following operator assistance service charges may be applicable:

- Dial (Credit) Calling Card^{/1/} Station Service
- Operator Station Service
- Operator Person Service

^{/1/} Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4. and Guidebook, Part 2, Section 2.

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1. OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)**A. General (Cont'd)**

2. Dial (Credit) Calling Card^{/2/} Station Service applies when the person originating the call:^{/1/}
- Dials the digit zero, plus the called telephone number, plus (Credit) Calling Card^{/2/} number (where equipment is available) to complete the call without operator assistance, or
 - Dials the digit zero, plus the called telephone number (0 + number) to complete the call. In such cases operator assistance is limited to recording the (Credit) Calling Card² number for billing purposes, or
 - Dials the operator and places a (Credit) Calling Card^{/2/} operator station service call when equipment capability precludes either of the foregoing, or
 - The customers identify themselves as being handicapped and unable to dial.
 - The customers subscribe to Call Bonus Wide Area plans as specified in Part 9 Section 3.

/1/ These charges are applicable only to calls placed originally as a (Credit) Calling Card call and not applicable to collect or third number billing on which the "billed-to-number" person accepts the charges but requests the charges be billed to a (Credit) Calling Card.

/2/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4. and Guidebook, Part 2, Section 2.

1. OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)

A. General (Cont'd)

2. Operator Assisted Service includes:

Operator Station Service
Operator Person Service

Operator Station Service

Dial Station rates plus the operator station service charge apply to:

- Station messages billed to the called number, a third telephone number or a telephone company (credit) calling card^{/1/} where the (credit) calling card surcharge shown in 1. above does not apply.
- Station messages where the customer requests time and charges quoted.
- Interexchange Receiving Service messages (Enterprise or Zenith).
- Messages billed to special toll billing numbers, Q and Z included.
- Messages to or from a Mobile telephone where dial facilities are not available.

/1/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4. and Guidebook, Part 2, Section 2.

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2. Operator Assisted Service includes:

Operator Station Service
Operator Person Service

Operator Station Service

Dial Station rates plus the operator station service charge apply to:

- Station messages billed to the called number, a third telephone number or a telephone company (credit) calling card^{/1/} where the (credit) calling card surcharge shown in 1. above does not apply.
- Station messages where the customer requests time and charges quoted. (D)
- Messages billed to special toll billing numbers, Q and Z included.
- Messages to or from a Mobile telephone where dial facilities are not available.

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A. General (Cont'd)

2. Operator Assisted Service includes:

Operator Station Service
Operator Person Service

Operator Station Service

Dial Station rates plus the operator station service charge apply to:

- Station messages billed to the called number or a third telephone number
- Station messages where the customer requests time and charges quoted.
- Messages billed to special toll billing numbers, Q and Z included.
- Messages to or from a Mobile telephone where dial facilities are not available.

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1. OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)

A. General (Cont'd)

2. Operator Assisted Service includes: (Cont'd)

Operator Person Service

Dial station rates plus operator person service charge apply to:

- Message for which the person originating the call specifies a particular person to be reached at the called point or a particular station, department, office or branch reached through and attendant at the called point or a particular land mobile station reached through a Radiotelephone Company operator.

When, after the telephone service, or Radiotelephone Company mobile radio system called has been reached, and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other station, department, office or branch to be reached through an attendant or to any other person or mobile unit to be reached through a Radiotelephone Company operator, the call remains classified as a person service call.

- Appointment Messages when the person originating the call wishes arrangements made in advance with a particular party or station for the establishment of a connection at a specified time, the call is classified as an appointment call.
- Message Service when it is necessary for the Company to employ a messenger or other means to bring the called party to a telephone, the call is classified as person service. In addition to the person service charges for the message, a charge is made for the exact amount expended for message service.

1. OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)

C. Rates and Charges

1. Guidebook, Part 9, Section 1 discounts for certified handicapped TDD users on message toll rates are not applicable to operator assistance service charges.
2. Refer to Guidebook, Part 9, Section 1 for information on the collection of charges.
3. In addition to the usage rates described in Guidebook, Part 9, Section 1, one or more of the operator assistance service charges in 4. following may apply per message.

1. OPERATOR ASSISTANCE SERVICE CHARGES (Cont'd)

C. Rates and Charges (Cont'd)

4. Rates

	<u>Per Call</u>
Commercial Credit Card	\$1.50
Interexchange Carrier Calling/Credit Card	1.50
Utility's (Credit) Calling Card ^{/2/}	1.50
Utility's One Number Card ^{/1/,/2/}	1.50
Station (operator handled)	1.50
Person (operator handled)	4.50

/1/ The One Number Card^{/2/} is a card with restricted calling to the billed number or account.

/2/ Frozen/Grandfathered Calling Cards, effective February 19, 2007. See General Regulations, Schedule Cal.P.U.C. Nos. A2.1.2,A.4. and Guidebook, Part 2, Section 2.

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C. Rates and Charges (Cont'd)

4. Rates

	<u>Per Call</u>
Commercial Credit Card	\$1.50
Station (operator handled)	1.50
Person (operator handled)	4.50

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