

## ACCESS SERVICE

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## ACCESS SERVICE

16. Operator Services16.1 General Description

Operator Service is provided to customers from Telephone Company Operator Service System (OSS) Tandem locations. Operator Call Processing, an Operator Service, provides the ability to perform call processing activities for customers through the use of the Telephone Company operators. Operator Call Processing service is deployed at all SWBT end offices in a Local Access and Transport Area (LATA). The OSS Tandem locations will be provided to customers who contact their Telephone Company Account Manager, Access Service Center (ASC) or Business Service Center (BSC). (C)  
(C)  
(C)

Operator Call Processing service is provided in two service categories, Operator Transfer and Inward Assistance. Operator Transfer and Inward Assistance (Busy Line Verification, Verification with Call Interrupt, and Operator Assistance) provides for the use of the Telephone Company OSS equipment and operators associated directly with providing the specific Operator Call Processing activity.

Operator Call Processing service is provided in conjunction with the rules and regulations as specified in Section 2 (General Regulations), Section 3 (Carrier Common Line Access Service), Section 5 (Ordering for Access Service) and Section 6 (Switched Access Service).

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16. Operator Services (Cont'd)16.2 Operator Call Processing Service Descriptions16.2.1 Operator Transfer Service Description

Operator Transfer is an originating service that provides call routing of calls requiring operator assistance to a participating customer as requested by the calling end user.

An Operator Transfer call is routed to the Telephone Company's OSS when the calling party requires operator assistance for completion of a call outside the originating LATA.

If the calling end user requests the name of a specific customer, the Telephone Company operator will consult alphabetical reference information to verify service participation and transfer the call.

If the calling end user has no specific customer preference, the Telephone Company Operator will consult reference information to identify the presubscribed interexchange carrier (PIC) serving the originating line and verify service participation. The calling end user will then be offered a transfer to the participating carrier presubscribed to the originating line. If the end user accepts, the operator will transfer the call. If the end user does not want to transfer to the presubscribed carrier, the operator will advise that the end user must state a preference in order to continue the call. With the exception of Texas, if the end user continues to not have a preference, the operator will advise the end user to call back when the end user has determined the name of a carrier to handle the call. (S)  
(S)  
(T)  
(S)  
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(S)  
(C)  
(C)  
(S)  
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(S)

In Texas, if the calling end user does not accept transfer to the PIC, or if the PIC of the originating line does not participate in Operator Transfer Service, the operator will then consult reference information and offer the calling end user the name of a participating customer from a randomly generated list of Operator Transfer customers. (C)  
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(C)

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## ACCESS SERVICE

16. Operator Services (Cont'd) (T)
- 16.2 Operator Call Processing Service Descriptions (Cont'd)
- 16.2.2 Inward Assistance Service Description
- Inward Assistance service is a terminating service that provides three Operator Service functions on inward calls received from participating customers. Inward Assistance service is provided when a participating customer's operator contacts a Telephone Company OSS operator requesting line status verification, verification with call interruption, or dialing and/or routing assistance. Inward Assistance functions will be performed for only one telephone number per inward call received. The three Inward Assistance service functions available are detailed as follows: (T)  
(M)
- (A) Busy Line Verification - The OSS operator will check the status of the requested telephone line to verify if there is conversation on the line and advise the requesting customer of the line status.
- (B) Verification with Call Interruption - After verification of a conversation on the requested line is made, and upon request, the OSS operator will interrupt and inform the called party there is a call waiting. (M)  
(T)
- (C) Operator Assistance - The OSS operator will provide the customer with dialing or routing assistance such as identifying a city when given only a NPA-NXX or verifying that a specific number is a coin station. The OSS operator will provide a local emergency number and, if required, complete an emergency call to the local emergency agency number. (M)  
(M)

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16. OPERATOR SERVICES (Cont'd)16.3 Service Provisioning16.3.1 Manner of Provisioning

- (A) In Kansas, Missouri, Oklahoma and Texas, Operator Call Processing trunking between the customer's premises and the OSS Tandem is provisioned as either Switched Access FGC, FGD, BSA-C or BSA-D service and may be arranged, per the customer's request, as either 1-way or 2-way service. These trunk groups are established as final trunks and will be assigned data registers to obtain usage, peg count, and overflow attempt information. If a trunk(s) does not currently exist between the customer's premises and the OSS Tandem(s), the customer must establish FGD or BSA-D service to the Telephone Company's OSS Tandem(s). The Telephone Company will provide trunk side switching along with trunk answer and disconnect supervisory signaling to the customer.
- (B) In Arkansas, the OSS Tandem is located in the Little Rock LATA. In the Little Rock LATA only, Operator Call Processing trunking between the customer's premises in the Little Rock LATA and the OSS Tandem is provisioned as either Switched Access FGC, FGD, BSA-C or BSA-D service, as provided for in 16.3.1(A) (Manner of Provisioning). (T)

In the remaining Arkansas LATAs (Fort Smith and Pine Bluff), Operator Call Processing trunking between the customer's point of termination within the LATA and the OSS Tandem in the Little Rock LATA is provisioned as either Switched Access FGC, FGD, BSA-C or BSA-D service. The Telephone Company will provide Operator Call Processing trunking from the end offices switches in the Fort Smith and Pine Bluff LATAs to the OSS Tandem in the Little Rock LATA, however the customer will only be charged Switched Access rates, based on airline mileage, from the originating end office to the customer's point of termination in the originating LATA. (T)  
(T)

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16. OPERATOR SERVICES (Cont'd)16.3 Service Provisioning (Cont'd)16.3.1 Manner of Provisioning (Cont'd)

- (C) When the OSS Tandem also functions as the Message Toll Service (MTS) Access Tandem, the customer may combine Operator Call Processing traffic with its MTS Switched Access traffic between the OSS Tandem and the customer's premises provided the trunk group has the same signaling and routing requirements as specified for Operator Transfer or Inward Assistance. However, Operator Call Processing traffic may not be combined with MTS Switched Access traffic if the customer provides operator functionality or coin station control. (T)
- (D) Operator Call Processing is ordered under the provisions specified in Section 5 (Ordering for Access Service). The Access Order Charge applicable for Switched Access Service will apply per Access Order for the installation, addition, change, or rearrangement of Operator Call Processing service.

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16. OPERATOR SERVICES (Cont'd)16.3 Service Provisioning (Cont'd)16.3.2 Operator Transfer

(T)

- (A) The customer must order or assign a separate trunk group and have a unique CIC for each name it uses for Operator Transfer calls. The sharing of one customer's Switched Access trunk groups with one or more Switched Access customers is prohibited with Operator Transfer Service. (T)
- (B) The customer is required to handle requests from all end offices in the LATA. Accordingly, the customer must order sufficient capacity between the OSS Tandem(s) and the customer's premises to serve Operator Transfer traffic originating from those end offices. The Telephone Company OSS Tandems send 10-digit ANI (NPA + 7-digit telephone number) for FGD or BSA-D (when the ANI BSE has been requested) trunk groups with Equal Access signaling or Operator Services Address signaling and FGC or BSA-C trunk groups with Traditional signaling. However, the Telephone Company OSS Tandems send 7-digit ANI for FGC or BSA-C trunk groups with Operator Services signaling. Therefore, if the customer requires Operator Transfer calls separately identified by the originating NPA for the FGC or BSA-C trunk group with Operator Services signaling, the customer must utilize a separate and final trunk group, from the OSS Tandem to the customer's premises, for each NPA served by that OSS Tandem. (T)
- (C) In order for the customer to provide operator functionality (e.g., Operator Recall, Sequence Dialing, Time and Charge Quotation, and Emergency Ring-back) or coin station control, the customer must order Operator Trunk - Coin, Non-Coin, or Combined Coin and Non-Coin for FGC or BSA-C service or Operator Trunk - Full Feature for FGD or BSA-D service, as specified in 6.6.3 (Local Switching - Transport Termination Features). In addition, when coin station control is provided, the customer must establish a separate and final trunk group for each type of end office operator/coin station signaling (i.e., inband, expanded inband, and multiwink) existing in the end offices served by the OSS Tandem. (T)

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16. OPERATOR SERVICES (Cont'd)16.3 Service Provisioning (Cont'd)16.3.3 Design Blocking

Trunks between the customer's premises and the OSS Tandems will follow the normal FGC, FGD, BSA-C or BSA-D blocking criteria as described in 6.7.3 (Design Blocking Probability). The Telephone Company will perform routine measurement functions to inform the customer that an adequate number of transmission paths are in service to meet the normal FGC, FGD, BSA-C or BSA-D design blocking levels. However, capacity levels and trunk quantities will be the responsibility of the customer. (T)

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ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)

16.3 Service Provisioning (Cont'd)

16.3.4 Interface Groups and Transmission Parameters

Operator Call Processing will utilize the same interface groups and transmission specifications as described in 6.7.8 (Transmission Specifications) and 6.6.3 (Local Switching -Transport Termination Features - Trunk Side Terminations). (T) (T)

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## ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)16.3 Service Provisioning (Cont'd)16.3.5 Signaling

- (A) The customer shall provide the necessary on-hook, off-hook, answer supervision, and disconnect supervision at the customer's premises.
- (B) For Operator Transfer, the Telephone Company will provide Traditional signaling for FGC and BSA-C service or Equal Access signaling for FGD and BSA-D service. Customers providing operator functionality for operator traffic or coin station control for coin station traffic will be provided with Operator Services signaling for FGC and BSA-C or Operator Services Address signaling for FGD and BSA-D service. (T)
- (C) For Inward Assistance, the Telephone Company will provide Traditional signaling for FGC and BSA-C service or Equal Access signaling for FGD and BSA-D service.
- (D) Signaling specifications for Operator Call Processing service are set forth in Technical Reference FR-NWT-000271.

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16. OPERATOR SERVICES (Cont'd)

16.3 Service Provisioning (Cont'd)

16.3.6 Testing

Acceptance testing for Operator Call Processing will be provided as described in 6.7.10 (Testing). Testing Capabilities for FGC, FGD, BSA-C and BSA-D services utilized in conjunction with Operator Call Processing will be provided as described in 6.7.10 (Testing). (T)

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## ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd) (T)
- 16.3 Service Provisioning (Cont'd) (T)
- 16.3.7 Design Layout Report (T)
- Upon request, the Telephone Company will provide, to the customer, the make-up of facilities and services provided from the customer's premises to the OSS Tandem. This information will be provided in the form of a Design Layout Report. The Design Layout Report will be provided at no charge and will be reissued or updated whenever the facilities provided for the customer's use are materially changed. (M)

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16. OPERATOR SERVICES (Cont'd) (T)16.4 Liability of the Telephone Company (T)

In addition to the liability statements as set forth in Section 2 (General Regulations), the following also applies. (M)  
(T)

- (A) The Telephone Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Tariff. (M)  
With respect to any other claim or suit, by a customer or any others, for damages arising out of negligent mistakes, omissions, interruptions, delays or errors, defects in transmission, omission from or defects in the applicable list of customers or transfers to customers occurring in the course of furnishing service hereunder, the Telephone Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of time during which such mistake, omission, interruptions, delays, errors, defects in transmission or service, omission from or defects in the applicable list of customers or transfers to customers continues. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service, omission from or defects in the applicable list of customers or transfers to customers which are caused by or contributed to by the negligent omission or willful act of the customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Telephone Company. The Telephone Company expressly disclaims any express or implied warranty for the aforesaid service or offering including no warranty of merchantability or warranty of fitness for any particular purpose. It is expressly acknowledged by all subscribers to the aforesaid service that errors, mistakes and omissions can and will occur and that the Telephone Company neither warrants nor guarantees faultless or perfect service or transmission. (M)

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16. OPERATOR SERVICES (Cont'd) (T)
- 16.4 Liability of the Telephone Company (Cont'd) (T)
- (B) The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander, or infringement of copyright and trademark arising from the information transmitted over facilities furnished hereunder and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company. (M)
- (C) The customer indemnifies and saves the Telephone Company harmless against claims or suits for damages arising where the connection between the calling end user and a local emergency agency is in some way faulty or impaired, due in whole or in part to the negligent mistake or delay of the Telephone Company. Examples of this may include, but are not limited to, instances in which the Telephone Company, through negligent mistake or delay, may provide an incorrect local emergency agency number, delay in locating a local emergency agency number, or disconnect an in-progress call between a calling end user and a local emergency agency. (M)

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## ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)

(T)

16.5 Rate Regulations

This section contains the specific regulations governing the rates and charges which apply for Operator Call Processing service.

There are two types of rates and charges that apply to Operator Call Processing service. These are usage rates and nonrecurring charges.

Usage rates are rates that apply on a per unit basis, e.g., per call transferred. Usage rates are accumulated over a monthly period. For billing purposes, each month is considered to have thirty (30) days.

Nonrecurring charges are one-time charges that apply for a specific work activity (e.g., installation of a service).

Specific rates and charges are set forth in 16.6 (Rates and Charges).

Jurisdictional reporting will apply as required in 2.4.1(A) (Report Requirements for Ordering Access Services) and 2.4.1(D) (Report Verification) for determining the Percent Interstate Usage (PIU).

(T)  
(M)

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## ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)16.5 Rate Regulations (Cont'd)16.5.1 Rate Categories

Rates and charges for Operator Call Processing service depend generally on the specific Operator Call Processing activity, Operator Transfer or Inward Assistance, the customer is requesting. (T)

(A) Operator Transfer (T)

The Operator Transfer rate is a usage rate applicable per call transferred by the OSS operator. It provides for the use of the Telephone Company OSS equipment and operators associated with providing call routing of interLATA Operator Transfer calls to a participating customer as requested by the calling end user. The number of calls transferred by the OSS operator will be accumulated by Telephone Company measuring equipment. (T)  
(T)

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## ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd) (T)
- 16.5 Rate Regulations (Cont'd) (T)
- 16.5.1 Rate Categories (Cont'd) (T)
- (B) Inward Assistance (M)
- The Inward Assistance rate is a usage rate applied per OSS operator attempt and is specific to the operator function (Busy Line Verification, Verification with Call Interrupt, and Operator Assistance) performed. In addition to including the operator work time and the use of the Telephone Company OSS equipment necessary to perform the requested operator function, these rates also include the recurring traffic sensitive usage costs associated with premium Switched Access Service. (T)
- The specific rates for Inward Assistance service follow: (M)
- (1) Busy Line Verification - applicable per busy line verify attempt (M)
- (2) Verification with Call Interrupt - applicable per busy line verify/call interrupt attempt (T)
- (3) Operator Assistance - applicable per Operator Assistance attempt (M)

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## ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)16.5 Rate Regulations (Cont'd)16.5.1 Rate Categories (Cont'd)(C) Recurring Switched Access Rates

Recurring Switched Access premium rates (Local Switching and Switched Transport) apply to Operator Transfer as set forth in 6.9 (Rates and Charges) for usage originating from all end offices served by the OSS Tandem.

Carrier Common Line (CCL) Premium Access charges as set forth in 3.3 (Rate Regulations) apply.

(D)  
(D)  
(D)

Recurring Switched Access rates including CCL charges are not applicable for Inward Assistance.

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## ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)16.5 Rate Regulations (Cont'd)16.5.1 Rate Categories (Cont'd)(D) Nonrecurring Switched Access Rates

Nonrecurring Switched Access charges are applicable to both Operator Transfer and Inward Assistance as described in 6.8 (Rate Regulation) and 6.9 (Rates and Charges). In addition, Access Order Charges (i.e., Service Date Change Charges, Cancellation Charges, etc.) as specified in Section 5 (Ordering for Access Service) may apply.

(T)

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## ACCESS SERVICE

16. OPERATOR SERVICES (Cont'd)16.6 Rates and Charges

All rates contained in this section are applicable as specified to Arkansas, Kansas, Missouri, Oklahoma and Texas.

|                                                   | <u>Rate per Call<br/>Transferred</u> |
|---------------------------------------------------|--------------------------------------|
| (A) <u>Operator Transfer</u>                      |                                      |
| Arkansas, Missouri, Oklahoma, Texas . . . . .     | \$0.2860(R)                          |
| Kansas . . . . .                                  | \$0.2860(R)                          |
| (B) <u>Inward Assistance</u>                      | <u>Per Attempt</u>                   |
| (1) Busy Line Verification . . . . .              | \$.97                                |
| (2) Verification with<br>Call Interrupt . . . . . | \$.62                                |
| (3) Operator Assistance . . . . .                 | \$.97                                |

Rates contained in this transmittal are subject to subsequent adjustment, effective retrospectively, in the event the Commission or a court subsequently authorizes Southwestern Bell Telephone Company to correct its rates pursuant to pending motions, or petitions for reconsideration or waiver, or in the event of any other adjustment to an order of the Commission or a court.

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