

ACCESS SERVICE

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ACCESS SERVICE

28. Designated Operator Services (DOS)28.1 General Description

Designated Operator Services (DOS) provides operator services for customers through the use of the DOS switch and DOS operators. DOS is provided to customers from the Telephone Company's DOS Center location. The DOS Center location is specified in the National Exchange Carrier Association, Inc., Tariff F.C.C. No. 4. (C)

Automated Call Processing, which provides for the use of the Telephone Company's DOS equipment associated directly with the completion of a mechanized operator service activity; and Operator Assistance Call Processing, which provides for the use of the Telephone Company's DOS equipment and DOS operator associated directly with providing the specific operator assistance service are provided with DOS. (T) (C) (C)

A more detailed description of the rate elements applicable to DOS, how these rate elements are applied and other service specific rates and nonrecurring charges is contained in 28.4 (Rate Regulations).

DOS is provided in conjunction with the rules and regulations as specified in Section 2 (General Regulations), Section 5 (Ordering for Access Service) and Section 6 (Switched Access Service).

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28. Designated Operator Services (DOS) (Cont'd)28.2 Service Description

DOS provides a combination of automated and operator-assisted services for the customer's end users. On behalf of the subscribing customer, the Telephone Company will provide DOS for 00- and 0+ calls that are directed to the customer's network from presubscribed telephones and calls dialed using the customer's access code from coin or presubscribed telephones.

Customers subscribing to DOS will deliver calls requiring operator services to the Telephone Company's DOS Center location for handling. (C)
The customer must furnish calling number, called number if available, (C)
and the Automatic Number Identification (ANI) information indicator (ii) digits. The DOS switch will provide back to the customer the destination number. The Telephone Company's DOS equipment or DOS operator will provide the operator service and return the call back to the customer's premises for routing and call completion.

The Telephone Company's contact with the end user is limited to that effort necessary to provide operator services assistance in call processing on behalf of the customer subscribing to DOS. The customer shall maintain all responsibility for its compliance with any and all local, state, and federal laws and regulations now in effect or in the future governing the provision of operator services. This includes, but is not limited to, filing of all appropriate tariffs, requests for certification, reports and records where required. Any liability arising from the customer's failure to comply with the appropriate laws or regulations governing the provision of operator services shall be the responsibility of the customer.

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28. Designated Operator Services (DOS) (Cont'd)28.2 Service Description (Cont'd)

Through the use of automated announcements and voice recordings, DOS will completely automate collect, calling card, credit card, and person-to-person calls without operator assistance. Callers can be prompted in a foreign language if they do not respond to the automated menu. DOS also provides a complete line of fully integrated operator-assisted call processing services. Call details collected for automated calls can be directly transferred to an operator when necessary without the need for the caller to repeat the information. DOS operators will handle collect, calling card, credit card, travel card, person-to-person and bill to third party calls; as well as, time and charges and hotel bill-to-room requests.

Other examples of DOS services are as follows:

- Validation
- Dialing instructions
- Unique branding
- Property-specific branding
- Customized voice prompts
- Multi-lingual operators and automated voice prompts
- Customer specified call handling
- Emergency calls
- Customized reporting

DOS services also include the capability to interface with a customer's proprietary calling card platform over a communication link with the DOS operator center. The interface capability allows the DOS switch and operator work station to communicate with the customer's platform for validation of proprietary calling cards issued by the customer. SWBT will provide this interface capability where technically feasible.

(N)

(N)

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28. Designated Operator Services (DOS) (Cont'd)28.3 Service Provisioning28.3.1 Manner of Provisioning

- (A) DOS must be provided with a minimum of two dedicated FGD (C)
or BSA-D trunk groups between the customer's premises and (T)
the Telephone Company's DOS Center location. One trunk
group will be established for terminating traffic from (T)
the customer's premises to the DOS Center location and
another trunk group will be established to permit the
return of the customer's traffic from the DOS Center
location back to the customer's premises for routing and (T)
call completion.
- (B) DOS is ordered under the provisions specified in Section
5 (Ordering for Access Service). Also included in that
section are charges associated with ordering DOS.

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28. Designated Operator Services (DOS) (Cont'd)

28.3 Service Provisioning (Cont'd)

28.3.2 Interface Groups and Transmission Specifications

Interface groups and transmission specifications for DOS are (T)
the same as those for FGD or BSA-D as described in 6.7.6 |
(Interface Groups) and 6.7.8 (Transmission Specifications - (T)
FGD and BSA-D).

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28. Designated Operator Services (DOS) (Cont'd)

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28.3 Service Provisioning (Cont'd)

28.3.3 Signaling

The customer's facilities shall provide the necessary on-hook,
off-hook, answer supervision and disconnect supervision.

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28. Designated Operator Services (DOS) (Cont'd)

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28.3 Service Provisioning (Cont'd)28.3.4 Network Management

The Telephone Company will administer its network to insure the provision of acceptable service levels to all telecommunications users of the Telephone Company's network services.

The Telephone Company maintains the right to apply protective controls which would generally be applied as a result of occurrences such as failure or overload of Telephone Company or customer facilities, natural disasters, mass calling or national security demands. In the event that the protective controls applied by the Telephone Company result in the complete loss of service by the customer, the customer will be granted a credit allowance in conjunction with the regulations specified in 2.5.6 (Credit Allowance for Service Interruptions).

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28. Designated Operator Services (DOS) (Cont'd)

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28.4 Rate Regulations

This section contains the specific regulations governing the rates and charges which apply for DOS.

Two types of charges apply to the DOS rate elements. These are nonrecurring charges and usage rates.

Specific rates and charges are set forth in 28.6 (Rates and Charges). Jurisdictional Report Requirements are set forth in 2.4 (Jurisdictional Reports).

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28. Designated Operator Services (DOS) (Cont'd)28.4 Rate Regulations (Cont'd)28.4.1 Rate Elements

DOS rate elements are as follows:

(A) Automated Call Processing

The Automated Call Processing rate element provides for the use of the Telephone Company's DOS equipment associated with an operator service which is completed on a mechanized basis. The Automated Call Processing rate also provides for the validation of credit card, calling card, toll billing exception data and performance of public telephone checks; i.e., determining if a billed line is a public (including those classified as semi public) telephone number. (C)

(B) Operator Assistance Call Processing

The Operator Assistance Call Processing rate element provides for the use of the Telephone Company's DOS equipment and DOS operator associated with providing operator assistance service to the end user. The Operator Assistance Call Processing rate also provides for the validation of credit card, calling card, toll billing exception data and performance of public telephone checks; i.e., determining if a billed line is a public (including those classified as semi public) telephone number. (C)

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28. Designated Operator Services (DOS) (Cont'd)

(S)

28.4 Rate Regulations (Cont'd)28.4.2 Nonrecurring Charges

Nonrecurring charges are one-time charges that apply to a specific work activity (i.e., installation or change to an existing service). Nonrecurring charges are applicable to installation of services, additions or changes to call branding files and certain service rearrangements. In addition, an Access Order Charge may be applicable as specified in Section 5 (Ordering for Access Service).

(A) Nonrecurring Charges for Call Branding

A nonrecurring charge applies, per customized voice file, when the customer requests additions or changes to the automated call branding file subsequent to the initial establishment of DOS.

(B) Nonrecurring Charges for Service Rearrangements

Service rearrangements for which nonrecurring charges will apply are set forth in 6.8.2(D) (Nonrecurring Charges for Service Rearrangements).

Certain service rearrangements which are administrative in nature, as described in 6.8.2(D), will be made without charge except as noted.

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28. Designated Operator Services (DOS) (Cont'd)

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28.4 Rate Regulations (Cont'd)28.4.3 Monthly Recurring and Usage Rates

Monthly recurring rates are flat recurring rates that apply each month or fraction thereof that a specific rate element is provided. For billing purposes, each month is considered to have thirty (30) days.

Usage rates are rates that apply on a per unit basis (e.g., per call or per work second) when a specific rate element is used. For each usage rate element, the customer's monthly call volume will dictate the usage rate that will apply. Usage charges are accumulated over a monthly period.

Rates and charges for DOS depend generally on its use by the customer; i.e., Automated Call Processing or Operator Assistance Call Processing.

(A) Automated Call Processing

The Automated Call Processing rate is a usage rate which applies to each call that has been completed on a mechanized basis. The number of calls answered by or forwarded to the DOS switch will be accumulated by Telephone Company measuring equipment.

(B) Operator Assistance Call Processing

The Operator Assistance Call Processing rate is a usage rate which applies to each call that has been answered by or forwarded to a DOS operator. This rate is assessed per work second of actual operator time required to process the call. The number of calls answered by or forwarded to the DOS operators and the work seconds required to process the calls will be accumulated by Telephone Company equipment.

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ACCESS SERVICE

28. Designated Operator Services (DOS) (Cont'd)

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28.4 Rate Regulations (Cont'd)28.4.4 Minimum Service Period

The minimum service period for which DOS will be provided is six months.

The customer must notify the Telephone Company in writing at least 90 days prior to termination of service when service is to be discontinued.

When DOS is discontinued prior to the expiration of the minimum service period, the applicable charges will be the total monthly charges for the remainder of the minimum service period. If the customer fails to provide written notification to the Telephone Company within 90 days prior to termination of service, termination charges as described in 28.4.5 (Termination Charges) will apply.

Minimum period regulations are contained in 2.5.4 (Minimum Periods).

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ACCESS SERVICE

28. Designated Operator Services (DOS) (Cont'd)

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28.4 Rate Regulations (Cont'd)28.4.5 Termination Charges

In the event DOS is terminated prior to the expiration of the minimum service period, charges as specified in 28.4.4 (Minimum Service Period) will apply.

In the event the customer fails to provide 90 days written notification to the Telephone Company prior to termination of DOS, a termination charge will apply. The termination charge is based on the customer's prior month's total DOS usage charges. The termination charge will equal two times the amount of the customer's prior month's total DOS usage charges.

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ACCESS SERVICE

28. Designated Operator Services (DOS) (Cont'd)28.5 Rates and Charges28.5.1 Automated Call Processing

Per Completed Automated Call

Rate Per Completed Call

0-100,000 calls	\$0.091345(R)
100,001-150,000 calls	\$0.1125
150,001-200,000 calls	\$0.1100
200,001-250,000 calls	\$0.1075
250,001 & Above calls	\$0.1050

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28. Designated Operator Services (DOS) (Cont'd)28.5 Rates and Charges (Cont'd)28.5.2 Operator Assistance Call Processing

Per Operator-Assisted Call

	<u>Rate Per Work Second</u>
0-100,000 calls	\$0.0124(I)
100,001-150,000 calls	\$0.0121(I)
150,001-200,000 calls	\$0.0116(I)
200,001-250,000 calls	\$0.0110(I)
250,001 & Above calls	\$0.0094(I)

Rates contained in this transmittal are subject to subsequent adjustment, effective retrospectively back to the transmittal's original effective date, in the event the Commission or a court subsequently authorizes SWBT to correct its rates pursuant to the decision in United States Telephone Association v. FCC (Case No. 97-1469)(slip. op. May 21, 1999)(D.C. Cir.), or pursuant to pending motions, or petitions for reconsideration or waiver (and including, but not limited to, any Application for Review of the letter from Lawrence E. Strickling, Chief, Common Carrier Bureau, FCC, to Dale Robertson, SBC, dated May 18, 1999 which may be filed with the Commission), or in the event of any other adjustment pursuant to an order of the Commission or a court.

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ACCESS SERVICE

28.	<u>Designated Operator Services (DOS)</u>	(Cont'd)	(S)
28.5	<u>Rates and Charges</u>	(Cont'd)	
28.5.3	<u>Call Branding</u>		
		<u>Nonrecurring Charge</u>	
	Per Subsequent Voice File	\$500.00	(S)

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