

TARIFF DISTRIBUTION

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PURPOSE: Directory Assistance and Operator Services Exemptions

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Directory Assistance Service

A3.13.1 General

The Company furnishes a Directory Assistance service for the purpose of aiding subscribers in obtaining listing information.

A3.13.2 Rates and Charges

	Rate	USOC	
A. Directory Assistance service - request of a listing (maximum of three requests per call)			
1. Within the Company's local calling or LATA/NPA serving area for the originating line			
(a) Each Call	\$2.29	NA	
2. Outside the Company's local calling and LATA/NPA serving areas for the originating line ¹			(C)
(a) Each Call	2.29	NA	
B. Directory Assistance for Public (payphone) Service Providers			
1. All calls to Directory Assistance			
(a) Per Call	.35	NA	
C. <i>Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory due to a disability which can be confirmed by a physician or certifying agent. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of directory service requests, such as requests for numbers outside of the Company's local calling and LATA/NPA serving areas for the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Local Directory Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Directory Assistance exemption is a voluntary program of the Company that may be terminated at any time.</i>			(C)
			(M)
Note 1: No allowances, exemptions or exceptions apply. This service is available where technically feasible.			(N)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.14 Operator Assisted Local Calls (M)

A3.14.1 Operator Assisted Charges (M)

- A. All types of local exchange service have local calling areas as specified in A3.6, which are the areas that can be called on a flat rate basis (no charge for individual calls), on a local coin call rate basis, on a message rate basis (charges based on the number of calls), or on a measured service basis (charges based on a combination of one or more measured service rating elements). (M)
- B. Local dial call: The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable. (M)
- C. The following service charges for operator assisted local calls apply in addition to the local dial rate applicable. (M)

	Nonrecurring Charge	USOC	
1. Billing Surcharges (M)			
(a) (DELETED) (M)			
(b) Station-to-Station operator assisted sent-paid, collect and third number, each (M)	\$1.00	NA	
(c) Person-to-Person operator assisted calls, each (M)	5.00	NA	
2. Operator Dialed Surcharge ¹ (M)			
(a) Station-to-Station operator assisted or Person-to-Person operator assisted calls where the operator dials the terminating number, each (M)	1.00	NA	
3. Zero Minus Charge ² (M)			
(a) Provision of Area Code, Place Name (in what Area Code is a city or exchange), Ring Back (caller wants call back to test whether equipment connected to his line “rings” when outside caller dials his number), Operator Dialing of 800, 888, 877, 866 and 855 numbers on the caller’s behalf; each request (one request per call) (M)	1.25	NA	

Note 1: Operator Dialed Surcharge is in addition to any applicable Billing Surcharge. (M)

Note 2: Applies when customer dials zero and no other digits from a local exchange wireline, requests and receives service as described. This charge is not applied to requests originating from payphones or wireless. (M)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.14 Operator Assisted Local Calls (Cont'd)

A3.14.1 Operator Assisted Charges (Cont'd)

- D.** The following Operator Assisted Local Calls are exempted from the service charge:
1. Calls to designated Company numbers for official telephone business.
 2. Emergency calls to recognizable authorized civil agencies.
 3. Those cases where a Company operator provides assistance to:
 - a. Re-establish a call which has been interrupted after the calling number has been reached.
 - b. Reach the calling telephone number where facility problems prevent customer dial completion.
 - c. *Operator Assistance (OA) may be provided at no charge to persons who are unable to use a telephone due to a disability which can be confirmed by a physician or certifying agent. Operator Assistance service charges will not be charged to the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Operator Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Operator Assistance usage will be monitored by the Company and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Operator Assistance exemption is a voluntary program of the Company that may be terminated at any time.* (C)
- E.** In addition to applicable service charge(s), each local non-sent paid call originating from a payphone provider line and utilizing the Company's operator handling services will be rated at \$.35.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.1 Application

- A. This Guidebook applies to long distance message telecommunications service furnished or made available by the Company and its connecting companies, between two or more points which are located in the same Local Access and Transport Area (LATA) within the State of Georgia where the respective rate centers of such points also are located in said State.

A18.2 General

- A. Long distance message telecommunications service is that of furnishing facilities for communications between stations in different rate centers for either two-point or conference service.
- B. Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in A18.5. following.
- C. Long distance message telecommunications rates are not applicable to calls originated and terminated within county boundaries except as specified in D. following.
- D. Long distance message telecommunications rates are applicable to intracounty calls on which the Company quotes time and charges.
- E. For those Local Exchange Companies concurring in this Guidebook, the compensation rate found in Section E2. of the Access Service Tariff will apply for Interexchange Carriers, Resellers, AOS providers, and all other entities who complete unauthorized intraLATA calls.
- F. Except as otherwise provided herein, the rates, terms and conditions outlined in this Section are in addition to, and are in compliance with, the rates, terms and conditions specified in the other applicable sections of this Guidebook.

A18.3 Two-Point Service

A18.3.1 Service Between Land Wire Telephones

- A. Classes of Service

Service is offered on a Station-to-Station or Person-to-Person basis. The Station-to-Station class of service is furnished on an Operator Handled basis or on a Direct Distance Dialing basis.

1. Dial Station-to-Station rates apply only to sent-paid, station-to-station dial type telephone communication.
 - a. Dial type telephone communication denotes a call dialed and completed by the customer from a residence telephone without the assistance of an operator and the call is not billed to a number other than the originating number. The services of an operator will not be used in connection with completing a call, or in furnishing any information or assistance relating to billing or charges for such call, except that an operator will:
 - (1) Reestablish a call which has been interrupted after the called number has been reached or,
 - (2) Reach the called telephone number where facilities are not available for customer dial completion.
 - (3) Record the originating telephone number where no automatic recording equipment is available.
 - (4) Place a call for a calling party who identifies himself as being unable to dial the call because of his *disability*. (T)
 - (5) Assist in the completion of calls between hearing and speech impaired customers who use Telecommunications Devices for the Deaf (TDD) and users of ordinary telephones.
 - b. Dial Station-to-Station rates do not apply on calls placed from a pay telephone.