
2.15 Rate Determination

The surcharge(s) for an IITS call is/are determined by class of service.

The specific factors which apply to a given IITS call and their application are listed in the rate section applicable to that type of call. The guidelines pertaining to those factors are as follows:

2.15.1 Class of Service in the Midwest, Pacific Bell and Nevada Bell regions:

For the purpose of rate applications, one of the following classes of service may apply to a given call:

1. Station-to-Station

There are three types of Station-to-Station calls:

- A. The Dial Station class of service applies when the person originating the call dials the telephone number desired without the assistance of an operator, and the call is billed to the calling station. It does not include calls from public or semi-public coin telephones. Dial Station rates also apply when:
- (1) An operator records the calling station number where no automatic recording equipment is available.
 - (2) A call is placed from a dormitory station, and an operator records a special identification number issued by the Telephone Company for billing purposes to students of colleges or universities. The calling station must be equipped with Dormitory Centrex Service or with a PBX equipped with Direct Inward Dial and Identification Outward Dial service.
 - (3) A call is forwarded by Call-Forwarding equipment.
 - (4) An operator reaches the called station because of trouble on the network.
 - (5) An operator places a call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.
 - (6) An operator reestablishes a Dial Station call that has been interrupted after the called station has been reached.
 - (7) Calls are originated from vessels which have an assigned Telephone-Company Marine Identification Number (MIN).
 - (8) An operator places a call because service components are not available for dial completion.
- B. The Operator Station class of service applies when calls are completed with the assistance of an operator, except as specified for the Dial Station class of service. Operator Station service includes messages originated at a public or semi-public coin telephone. (D)

2.15 Rate Determination (Cont'd)

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2. Person-to-Person

The Person-to-Person class of service applies when the person originating the call specifies the particular party to be reached by an operator. That party may be:

- A. A person.
- B. A mobile station through a Miscellaneous Common Carrier attendant.
- C. A station, department, or office through a PBX attendant.

After the called station has been reached, if the calling party requests or agrees to speak to a party other than the party initially specified, the call is still classified as Person-to-Person. The calling party is responsible for identifying the party at the called station.

Person-to-Person also applies when the call originator requests an operator to make arrangements with a called party to establish a call at a specified time.

The Telephone Company does not undertake to bring a called party to a station who cannot be readily reached at the called station. However, at the request of the calling party, the Telephone Company, when possible, will arrange on behalf of the calling party for messenger service. Messenger service is defined as a messenger or other means of notifying the called party of the call. The calling party shall reimburse the Telephone Company for the amount expended for such messenger service. These charges, to the extent they can be determined in advance, require approval of the calling party. Charges for messenger service are added to the tariff charges for the call.

2.15 Rate Determination(Cont'd)

3. Third Number

The Third Number class of service applies when calls are billed to a telephone number other than the calling or called number.

2.15.2 Class of Service in the Southeast region:

For the purposes of rate application, one class of service may apply to an (T) IITS call, as specified in Section 3. These classes of service are Dial Station, Operator Station, Person-to-Person, and Real Time Rated. Each class(D) of service and its specific regulations follow.

A. Dial Station

Dial Station rates apply when the person originating the call dials the telephone number desired and completes the call without the assistance of a Telephone Company operator, and the call is billed to the calling station. Dial Station does not include calls from public or semi-public coin telephones. Dial Station rates also apply when:

- (1) the Customer has dialed the call and a Telephone Company operator is used only to record the calling station number where automatic number recording equipment is not available,
- (2) a call is forwarded by Call-Forwarding equipment,
- (3) a Telephone Company operator reaches the called station because the calling party could not complete the call due to trouble on the telecommunications network,
- (4) a Telephone Company operator places a call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap,
- (5) a Telephone Company operator re-establishes a Dial Station call that has been involuntarily interrupted after the called station has been reached, or
- (6) a Telephone Company operator places a call because service components are not available for dial completion.

B. Section Not in Use

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2.15 Rate Determination(Cont'd)

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C. Operator Station

Operator Station rates apply when calls are completed with the assistance of a Telephone Company operator, except as specified for the Dial Station, Person-to-Person and Real Time Rated classes of service. Operator Station rates apply to calls which are billed to a different telephone number (e.g., collect, bill to a third number).

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D. Person-to-Person

Person-to-Person rates apply when the person originating the call specifies the particular party to be reached by the Telephone Company operator, except person to person calls rated on a real time basis. The specified party may be a person, or a station, department, extension or office through a PBX attendant.

After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as Person-to-Person call. The calling party is responsible for identifying the party at the called station.

The Person-to-Person rates also apply to those calls for which the calling party requests a Telephone Company operator to make arrangements with a called party to establish a call at a specified time or to arrange for messenger service.

E. Real Time Rated-Operator Station/Person-to-Person

Real Time Rated rates apply to the following calls:

1. Calls originated and paid for at public or semi-public telephones.
2. Calls for which the Telephone Company furnishes time and/or charges.

2.15 Rate Determination (Cont'd)

2.15.3 Class of Service in the Southwest region:

A. Station-to-Station

There are two types of station-to-station calls:

1. The Direct Dial Station class of service applies when the person originating the call dials the telephone number desired without the assistance of an operator, and the call is billed to the calling station. It does not include calls from public or semi-public coin telephones. Direct Dial Station rates also apply when:
 - a. An operator records the calling station number where no automatic recording equipment is available.
 - b. A call is placed from a dormitory station, and an operator records a special identification number issued by the Telephone Company for billing purposes to students of colleges or universities. The calling station must be equipped with Dormitory Centrex Service or with a PBX equipped with Direct Inward Dial and Identified Outward Dial service.
 - c. A call is forwarded by Call-Forwarding equipment.
 - d. An operator reaches the called station because of trouble on the network.
 - e. An operator places a call for a calling party who identifies himself/herself as being disabled and unable to dial the call because of his/her disability.
 - f. An operator re-establishes a Direct Dial Station call that has been interrupted after the called station has been reached.
 - g. Calls are originated from vessels which have an assigned Telephone Company Marine Identification Number (MIN).
 - h. An operator places a call because service components are not available for dial completion.
2. The Operator Assisted Station-to-Station class of service applies when calls are completed with the assistance of an operator, except as specified for the Direct Dial Station class of service. Operator Assisted Station-to-Station service includes collect calls, calls billed to a third(D) number and sent paid calls. Messages originated at a public or semi-public coin telephone are included in this service.

B. Section Not in Use

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2.15 Rate Determination(Cont'd)

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C. Person-to-Person

The Person-to-Person class of service applies when the person originating the call specifies the particular party to be reached by the operator. That party may be:

1. A person.
2. A mobile station through an attendant.
3. A station, department, or office through a PBX attendant.

After the called station has been reached, if the calling party requests or agrees to speak to a party other than the party initially specified, the call is still classified as Person-to-Person. The calling party is responsible for identifying the party at the called station.

Person-to-Person also applies when the call originator requests an operator to make arrangements with a called party to establish a call at a specified time.

2.15.4 Timing of Messages

Chargeable time includes:

- A. On Station-to-Station messages, chargeable time begins when connection is established between the calling station and the called station.
- B. On Person-to-Person messages, chargeable time begins when connection is established between the calling person and a specified person, station, department, office or an agreed-upon alternate.
- C. Chargeable time ends when the calling station "hangs up." If the called station "hangs up" but the calling station does not, chargeable time ends when the connection is released either by automatic timing equipment in the telecommunications network or by the operator.
- D. Chargeable time does not include time lost because of service faults or defects that are reported to the Telephone Company.
- E. When exchange telephone service used for Interstate IntraLATA Toll Services is directly connected (i.e., not connected through a Multiline Terminating System) at a Customer's premises to a communications system, chargeable time for all classes of service begins when a call from the telecommunications network terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the Customer's responsibility to furnish appropriate answer supervision to the point of connection with the exchange telephone service so that chargeable time may begin.