

**OPERATOR SERVICE CHARGES**

When Operators assist in completing a local or toll call, Operator Service Charges will apply. For toll calls, Operator Service Charges apply in addition to the Message Telecommunications Service Charges as provided in Part 9.

Description/Billing Code/	Price Per Call	
Service Charges		
- Station-to-Station, Collect, Inmate <sup>1, 2/</sup>	\$3.00	(D) (C) (D) (D)
- Other Assisted Sent Paid	1.99	(D)
- Payphone Set Use Charge	.30	

Exemption - 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 eligibility may be verified periodically and recertification may be required. Failure to provide the required documentation may result in loss of the exemption. Operator Assistance usage will be monitored by AT&T 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 AT&T that may be terminated at any time.

/1/ Applicable only to Operator Assisted calls from inmate phones at a correctional institution  
/2/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)  
(N)