

**TARIFF DISTRIBUTION**

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PURPOSE: GB - Directory Assisatnce and Operator Services Surcharge

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## A1. DEFINITION OF TERMS

### LOCAL SERVICE

A type of localized calling whereby a subscriber can complete calls from his station to other stations within a specified area without the payment of long distance or other related charges.

### LOCAL SERVICE AREA (LIMITED LOCAL CALLING AREA AND FULL LOCAL CALLING AREA)

The areas within which local telephone service is furnished to subscribers under a specific schedule of exchange rates and without long distance charges. A local service area may include one or more exchange service areas.

### LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES (MTS)

The furnishing of facilities for subscribers' communications on an individual message basis between rate centers of exchanges not within each other's local calling area.

#### 1. Station-to-Station Call

The Long Distance MTS service where the person originating the call either dials the telephone number, or gives to the Company operator or gives to the communications assistant at the Kentucky Relay Center the telephone number, or gives the name and address under which the telephone number is listed, and does not specify a particular person to be reached, nor a particular station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX, or Centrex Type Services attendant.

Four classes of Station-to-Station service are offered as follows.

#### a. "Dial" is that Station-to-Station service in which a call is:

- (1) dialed by the customer, except when an operator
  - reaches the called telephone number where facilities are not available for dial completion, or
  - places a call for a calling party who is identified as being unable to dial the call because of *a disability*, or (C)
  - reestablishes a call which has been interrupted after the called number has been reached, or
  - assists in the completion of calls between hearing and speech impaired customers who use Telecommunications Devices for the Deaf (TDD) and users of ordinary telephones.
- (2) billed to the originating number;
- (3) completed without the assistance of a Company operator, except that an operator may establish the call under one of the conditions listed in (1) preceding or may record the originating telephone number where no automatic recording equipment is available; and
- (4) not originated from a pay telephone.

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.13 Directory Assistance Service

[Directory Assistance Service rates, terms and conditions herein are modified and remain in place only to apply to end users located in Independent Company exchanges as identified in A.3.6. Directory Assistance Service rates, terms and conditions for customers within the Company service area are found at [www.bellsouth.com/agreement](http://www.bellsouth.com/agreement).]

##### A3.13.1 General

- A. The Company furnishes a Directory Assistance service for the purpose of aiding customers in obtaining listing information.
- B. The charging application and rates set forth in A3.13.2 and 3 apply to customer requests for Directory Assistance.
- C. Directory Assistance service allows a subscriber to get telephone number, ZIP Code and/or directory address.
- D. Directory Assistance Service does not provide the telephone number, name, address or ZIP Code on a private (non-published) listing but does furnish these items from informational records on a semiprivate listing.

##### A3.13.2 Application Of Charges And Allowance

- A. There will be a charge for all customer calls to Directory Assistance except as noted in B.
- B. Charges are not applicable to the following customers that request listing information within their local calling area:
  - 1. *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 anytime,* and
  - 2. Customers who make a call for a telephone number that was incorrectly published in or omitted from the alphabetical section of the directory due to Company error.
- C. A Directory Assistance Service surcharge, as specified in A3.13.3 will be applicable to all calls to the Company's Directory Assistance service handled by the operator or operator system or dialed 0+ by the caller and then alternately billed, provided the "0" operator is not the only means of reaching directory assistance service.

##### A3.13.3 Rates And Charges

- A. Directory Assistance service - request of a listing (maximum of three requests per call)
 

	Rate	USOC
1. Within the Company's local calling or LATA/NPA serving area for the originating line		
(a) Per call	\$2.29	NA
(b) Directory Assistance service surcharge	1.25	NA
2. Outside the Company's local calling and LATA/NPA serving areas for the originating line <sup>1</sup>		
(a) Per call	2.29	NA
(b) Directory Assistance service surcharge	1.25	NA
- B. Directory Assistance service to Payphone Service Providers
  - 1. All calls to Directory Assistance
    - (a) Per Call .35 NA

**(DELETED)**

**Note 1:** No exemptions or exceptions apply. This service is available where technically feasible.

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.14 Local Operator Services

[Local Operator Service rates, terms and conditions herein are modified and remain in place only to apply to end users located in Independent Company exchanges as identified in A.3.6.2 of Local Operator Service rates, terms and conditions for customers within the AT&T Kentucky service area are found at [www.att.com/agreement](http://www.att.com/agreement).]

##### A3.14.1 General

- A. Local Operator Services allows customers to dial the "0" operator for assistance in making a call.
- B. The appropriate service charge, as specified in A3.14.3., will be applicable only if the call is completed within the local service area.
- C. The person originating the call must either dial the telephone number or give the "0" operator the telephone number of the party to be reached. If the caller dials the operator and does not know the telephone number, the "0" operator will have the caller connected to Local Directory Assistance Service. The Directory Assistance "0" operator surcharge, as specified in A3.13.3.A, will be applied for the operator handling such a call.

##### A3.14.2 Application Of Charges

- A. The appropriate service charge, as specified in A3.14.3, will be applied to each completed call except
  1. for calls to the Company for official telephone business,
  2. for emergency calls to agency type telephone numbers, such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations, and to any emergency medical number, and
  3. for calls exempted, as defined in Section A1., Definition of Terms, Long Distance Message Telecommunications Services (MTS), as if each call defined therein were a local call.
  4. 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. (N)
- B. A Person-to-Person or a Station-to-Station local operator-assisted call may be billed to the originating main station line (except from pay telephones), third number, collect or any other Company-approved identification number.
- C. A service charge, as specified in A3.14.3., will be applied for each completed local call according to the appropriate call class, as defined in Section A1, Long Distance MTS, as if each call defined therein were a local call.
- D. In addition to applicable service charge(s), each local non-sent paid call originating from a payphone service provider line and utilizing the Company's operator handling service will be rated at \$.50. (M)

Material previously appearing on this page now appears on page(s) 38.1 of this section.

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.14 Local Operator Services (Cont'd)**

**A3.14.3 Rates And Charges**

**A. Service Charges**

	<b>Nonrecurring Charge</b>	<b>USOC</b>	
1. Billing Surcharge			(M)
(a) (DELETED)			(M)
(b) Station-to-Station operator assisted sent-paid, collect, and third number calls, each	<b>\$1.00</b>	<b>NA</b>	(M)
(c) Person-to-Person operator assisted calls, each	<b>5.00</b>	<b>NA</b>	(M)
2. Operator Dialed Surcharge <sup>1</sup>			(M)
(a) Station-to Station operator assisted or person-to-person operator assisted calls where the operator dials the terminating number, each	<b>1.00</b>	<b>NA</b>	(M)
3. Partially Automated Surcharge <sup>2</sup>			(M)
(a) Station-to-Station operator assisted calls the customer dials the terminating number and elects to have the operator handle the billing, each	<b>1.00</b>	<b>NA</b>	(M)
4. Zero Minus Charge <sup>3</sup>			(C)
(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)	<b>1.25</b>	<b>NA</b>	

**A3.15 Local Verification/Interruption Service**

[Local Verification/Interruption Service rates, terms and conditions herein are modified and remain in place only to apply to end users located in Independent Company exchanges as identified in A.3.6.2 of this Tariff. Local Verification/Interruption Service rates, terms and conditions for customers within the BellSouth service area are found at [www.att.com/agreement](http://www.att.com/agreement).] (T)

**A3.15.1 General**

- A.** Local Verification Service provides operator assistance in determining if a called line is in use.
- B.** Local Interruption Service provides for operator interruption of a conversation in progress on a called line.
- C.** The customer may request Local Verification/Interruption Service for a charge, where facilities are available, by calling the "O" operator.

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

**Note 2:** A Partially Automated Surcharge is in addition to any applicable Billing Surcharge. (M)

**Note 3:** 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. (C)

Material appearing on this page previously appeared on page(s) 38 of this section.

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**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.24 Directory Assistance Call Completion Service**

[Directory Assistance Call Completion Service rates, terms and conditions herein are modified and remain in place only to apply to end users located in Independent Company exchanges as identified in A.3.6.2 of this Tariff. Directory Assistance Call Completion Service rates, terms and conditions for customers within the AT&T Kentucky service area are found at [www.att.com/agreement](http://www.att.com/agreement).]

(T)

**A3.24.1 Description of Service**

- A. Directory Assistance Call Completion (DACC) is an optional service provided to users of Directory Assistance (DA) Service. DA customers may choose to have the telephone number they are requesting dialed by the DA System.
- B. The service is available to Business and Residence customers except as limited in paragraph A3.24.4.
- C. Individual message detail is not included as a part of this service.
- D. The service is available only where billing and terminal capability exists.
- E. Customers may request blocking of DACC calls originating from their telephone lines by contacting the local Company business office.

**A3.24.2 General Regulations**

- A. The service is not subject to concessions.

**A3.24.3 Use of the Service**

- A. The service is furnished subject to all applicable regulations in Section A2.

**A3.24.4 Limitations of Service**

- A. The service is not available for the following classes of service call categories:
  1. UniServ DA number requests
  2. Any Special Line Class Codes
  3. 976 DA number requests
  4. Alternately Billed Calls; e.g., Collect or Billed to Third Number
  5. Any PBX type customer who requires real-time notification of charges, i.e., HOBIC
  6. Calls from tandems where the end user cannot be identified
  7. Calls from Payphone Service Provider Telephones

**A3.24.5 Application of Charges and Exemptions**

- A. The charges specified in paragraph A3.24.6 will be applicable to all subscribers, *except disabled subscribers who are exempt from Directory Assistance charges, as detailed in A3.13.2.*
- B. Chargeable Calls
  1. For charging purposes, a DACC completed call is as defined in Section A1.

(C)

**A3.24.6 Rates and Charges**

- A. Service Charges
  - (1) Directory Assistance Call Completion Charge

(a) Charge Per Completed Call	<b>Rate</b> \$ .00	<b>USOC</b> NA
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**A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

MTS rates, terms and conditions herein are modified and remain in place only to apply to end users located in Independent Company exchanges as identified in AT&T Kentucky's General Subscriber Services Tariff A.3.6.2. MTS rates, terms and conditions for customers within the AT&T Kentucky service area are found at [www.bellsouth.com/agreement](http://www.bellsouth.com/agreement). (T)

**A18.9 Intra-NPA Long Distance Operator Service Requiring Telephone Number Assistance**

- A. Intra-NPA Long Distance Operator Service Requiring Number Assistance is that service for which the operator is required to obtain the telephone number of the called party in order to complete the call. This service is furnished in conjunction with an intra-NPA long distance call placed through a "O" operator.
- B. Application of Charges
  - 1. The charges, as specified in A18.9.C., will be applicable to all subscribers except those exempted, as specified in **A3.14**. (T)
  - 2. Telephone Number Assistance Charges
    - a. A telephone number assistance charge applies to operator assisted intra-NPA long distance Station-to-Station or Person-to-Person calls for which the "O" operator is required to obtain, or to attempt to obtain, the telephone number of the called party in order to complete the call.
    - b. Only one telephone number assistance charge will apply on any operator Person-to-Person intra-NPA long distance call.
    - c. On a completed collect intra-NPA long distance call, a telephone number assistance charge will be billed to the same telephone number or account number billed for the intra-NPA long distance call.
    - d. A service charge, as specified in A18.9.C for the long distance operator obtaining, or attempting to obtain, the telephone number of the called party will apply to all telephone number assistance calls described in A18.9. Applicable charges, as specified in A18.7.C will also apply for the Intra-NPA Long Distance Directory Assistance Service provided.
- C. Service Charge
  - 1. Telephone Number Assistance Service Charge

(a) Each

<b>Charge Per Call</b>	<b>USOC</b>
<b>\$.30</b>	<b>NA</b>

- A18.10 Reserved For Future Use**
- A18.11 Reserved For Future Use**
- A18.12 Reserved For Future Use**
- A18.13 Reserved For Future Use**