

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 4 – MISCELLANEOUS SERVICES

4.1 Directory Assistance with Optional Call Completion

(A) Directory Assistance with Optional Call Completion is available to the Customer subscribing to the Company's interstate, interexchange, switched communications services. An undiscounted charge shall be applied to each call. The charge for Directory Assistance with Optional Call Completion applies to each call regardless of whether the Directory Assistance bureau is able to furnish the requested telephone number. Directory Assistance with Optional Call Completion calls shall not count toward nor be eligible for volume discounts offered under the various Calling Plans. If the Customer receives an incorrect telephone number, a credit allowance for Directory Assistance with Optional Call Completion shall be provided.

(B) Rates and Charges

- Directory Assistance – Per Request \$2.49
- Optional Call Completion - Per Completion \$0.50

Customers with AT&T Long Distance Toll FreeSM Service are automatically provided for appearance in the 800 service directory at no charge.

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 4 – MISCELLANEOUS SERVICES

4.2 Operator Services

Operator-assisted calling services provided by the Company are subject to the terms and conditions set forth in this section, in addition to the terms and conditions contained in preceding sections of this Interstate Product Reference and Pricing Guidebook.

- 4.2.1 Operator services may be used by the presubscribed Customer and by the Aggregator and their respective patrons, guests, invitees or employees to complete Person-to-Person, Collect, and/or Third-Party calls. (D)
- 4.2.2 Charges for Operator Assisted Calls include two components: a usage-sensitive component based upon the time-of-day rate period, mileage, and duration of the call; and a fixed service charge based upon the type of operator service provided. A third component, the Operator Assisted 0-Surcharge, applies to calls for which the Customer has the capability of dialing the destination number but elects to have the Company operator dial the number instead.
- 4.2.3 The usage-sensitive portion of the charge for an Operator Assisted Call is set forth in Section 4.2.8 below. Operator Assisted Calls do not apply toward, nor are they subject to, volume usage discounts.
- 4.2.4 The fixed service charge portion of the charge for an Operator Assisted Call is set forth in Section 4.2.8 below.
- 4.2.5 The Company shall not bill the Customer for any surcharges or fees imposed by the Aggregator. With respect to charges imposed by the Aggregator for the use of the telephone, the Aggregator is responsible for charging a flat rate and for posting of the charge in plain view at each telephone.
- 4.2.6 Service may be suspended by the Company, without notice to the Customer or the Aggregator, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain Customer Authorization Codes, or credit cards, when the Company deems it necessary to take such action to prevent unlawful use of service. The Company shall restore service as soon as it can be provided without undue risk, and shall, upon request by the Customer affected, assign a new Authorization Code to replace the one that has been deactivated. The Company reserves the right to validate the credit worthiness of End Users through available credit card, Third Party telephone number and room number verification procedures. Where a requested billing method cannot be validated, the End User may be required to provide an acceptable alternate billing method or the Company may refuse to place the call. (D)
- 4.2.7 The Aggregator is responsible for payment of the Company's charges for all calls placed from the Aggregator's Premises except for Collect, Third Party and credit card calls. The credit card holder or local exchange company service subscriber is responsible for payment of the Company's charges for all calls billed to a credit card or a telephone line number, respectively. (D)

INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK
SECTION 4 – MISCELLANEOUS SERVICES

4.2 Operator Services

4.2.8 Rates and Charges

AT&T LD East Interstate Operator Services is offered to residence and business Customers who are presubscribed to AT&T LD East for Interstate services and applies to the following call types: Operator Assisted Station-to-Station and Person-to-Person Collect, Billed-to-Third calls and Time and Charges. Calls are billed in one minute increments, with a minimum call duration of one minute. There is no minimum monthly billing. Operator Assisted calls will be contributory toward volume discounts for calling plans. The Operator Dialed Service Charge shall not apply to Directory Assistance Calls.

(D)

(A) Per Minute Usage Rates

(D)

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(D)

All Other Operator Handled Calls, including Operator Station-to-Station Collect and Bill to Third, Operator Person-to-Person Collect and Bill-to-Third, and Time and Charges:

(C)

	Peak	Off Peak
Consumer	\$1.15	\$1.15
Business	\$1.15	\$1.15

(B) Per Call Surcharge

This charge shall apply in addition to the applicable per minute usage rates. The Operator Assisted charge shall apply when the Customer has the ability to dial all the digits necessary for call completion but has the operator enter the billing for the call. The Fully Automated rate will apply if a call; (a) is placed by a party identified as disabled and as a result of that disability cannot complete the call and the caller requests operator assistance for call completion or; (b) it cannot be completed by the caller due to equipment failure or trouble on the long distance network and the caller requests operator assistance for call completion. The Operator Dialed Service Charges shall not apply to Directory Assistance Calls.

(C) Rates and Charges

	Fully Automated	Operator Assisted
Third Party Number Billed	\$6.99	\$6.99
Collect	\$5.99	\$5.99
Sent Paid	N/A	\$12.50
Person-To-Person	N/A	\$12.50
Business Line Verification/Interrupt		
Busy Line Verification per Verification		\$12.50
Emergency Interrupt per Interrupt		\$12.50

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INTERSTATE PRODUCT REFERENCE AND PRICING GUIDEBOOK

SECTION 4 – MISCELLANEOUS SERVICES

4.3 Interstate Call Completion

Interstate Call Completion is an option available to AT&T Connecticut End Users who obtain Interstate Directory Assistance listings via 411. Toll charges will be billed according to the Customer's AT&T LD East Call Plan. If the Customer does not have a call plan or does not subscribe to AT&T LD East for interstate long distance calls, then they will default to Beyond Connecticut rates. Alternate billing is available for billing toll charges to a third number, or as a Collect call. Toll charges associated with this service will be contributory toward volume discounts for call plans.

(D)

Interstate Call Completion will not be available to the following: 700 numbers, 800, 888, 870 (toll free) numbers, 900 numbers, non-published numbers, and fax numbers which have designated as such during the service order process. There is no change for this service.

4.4 Reserved for Future Use