

OPERATOR SERVICES

A. Operator Service Charges

When Operators assist in completing a local or toll call, Operator Service Charges will apply. The rates following will apply on Station-to-Station service, in addition to the rates specified in Part 9, Section 1. Only one service charge per call will apply. (C)

1. Rates

<u>Description</u>	<u>Non-Coin^{/1/} Rate</u>	<u>Coin^{/1/} Rate</u>	(C)
<i>Station-to-Station Service</i>			
			(D)
			(D)
			(D)
			(D)
			(D)
Sent Paid			
Non-Automated	1.78	1.15	
Semi-Automated	1.48	.95	
			(D)
			(D)
			(D)
			(D)

/1/ Coin includes all pay type telephones that accept coins, or are coinless, or have a card reader, or a combination of a coin accepting/card reader telephone. For the purposes of applying operator service charges, all telephones that are not defined as "coin" will be treated as "non-coin." (D)
(C)

LOCAL OPERATOR ASSISTANCE

A. Description

The Company furnishes local assistance by a Company-provided operator or the automated Interactive Voice System (IVS) whereby customers may request assistance in dialing a local number. (C)
(D)

B. Regulations

The rates set forth in paragraph C., following, apply to local operator assistance requests originating for all classes and grades of service.

These definitions of Operator Service Charges are found in the Part 12.

C. Rates

<u>Description</u>	<u>Non-Payphone^{/1/} Rate</u>	<u>Payphone^{/1/} Rate</u>	(C)
<i>Station-to-Station Service</i>			(D)
			 (D)
			(D)
			(D)
			 (D)
Sent Paid			
Non-Automated	1.78	1.15	
Semi-Automated	1.48	.95	
			(D)
			 (D)

/1/ Payphone rates apply to all pay type telephones that accept coins, or are coinless, or have a card reader, or a combination of a coin accepting/card reader telephone. Non-payphone rates apply to all other types of calls. This operator services offering will comply with the Commission's decision in Case No. TA-88-218. (C)

/2/ For local calls from pay telephones, a \$.25 charge applies in addition to the pay telephone rate listed. (C)

LOCAL OPERATOR ASSISTANCE (cont'd)

D. Exemptions

1. 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. (C)
Operator Assistance service charges will not be charged to the approved telephone number. (C)
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. (N)
2. Local calls originating from manual mobile and marine stations are to be exempted from the charges specified in paragraph C., above.
3. Local calls established by an operator due to trouble in the network.