
E18. OPERATOR SERVICES ACCESS SERVICE

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E18. OPERATOR SERVICES ACCESS SERVICE
E18.1 RESERVED FOR FUTURE USE

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E18. OPERATOR SERVICES ACCESS SERVICE

E18.1 RESERVED FOR FUTURE USE

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E18. OPERATOR SERVICES ACCESS SERVICE
E18.2 RESERVED FOR FUTURE USE

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E18. OPERATOR SERVICES ACCESS SERVICE

E18.3 BellSouth Operator Assistance Access Service

(N)

E18.3.1 General Description

(N)

- A.** BellSouth Operator Assistance Access Service (BellSouth OA Access Service) provides access to the BellSouth OA Access Service location(s) and the use of BellSouth OA Access Service equipment and operators, when required, to furnish operator assistance to end users on the customer's behalf, to obtain information for the customer's later use in billing for service provided by the Company to the customer's end users on the customer's behalf and for obtaining information for the customer's later use to potentially complete calls returned by the Company to the customer's location per the end user's request. (N)
- B.** BellSouth OA Access Service Locations (N)
- The Company will specify the BellSouth OA Access Service location(s) which provide(s) the BellSouth OA Access Service as shown in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. No. 4. (N)
- When it becomes necessary, as determined by the Company, to change a BellSouth OA Access Service location, the Company will notify the involved customers six months prior to the change. For such changes, the regulations as set forth in E2.1.7 of this tariff apply. (N)
- C.** Pre-Requisites for BellSouth OA Access Service Provision (N)
- Each BellSouth OA Access Service requires Company provided, customer and application dedicated Operator Assistance trunks (OA Trunks) interconnecting the customer's high capacity facilities to the BellSouth OA Access Service location(s), as described further in E18.3.2 following. In addition, the customer must have in place or must order from the Company Common Channel Signaling System Seven (CCS7) links interconnecting the customer's premises and the Company's CCS7 network, as described in E6.1.3 of this Tariff. Further, customers who wish to utilize release link trunking technology must have in place Nortel DMS 250/500 switching equipment loaded with Nortel level UCS08 (or higher) and feature packages URLT 1, 2, 3 and 4. (N)
- D.** BellSouth OA Access Service "flow" (N)
- When the customer routes an end user request for operator assistance to the BellSouth OA Access Service location via the facilities described in paragraphs A, and B preceding, the Company will optionally brand the call with the customer's name, serve the end user's request on the customer's behalf, obtain information needed for the customer to bill for the service provided, obtain information needed for the customer to complete the end user's call, if call completion is requested, and then will return the information obtained, as well as the call, if call completion is requested, to the customer location with an optional "thank you" branding message. (N)
- E.** Optional Branding Announcements (N)
- At the customer's option, Branding Announcements are provided on both the front end and back end of each BellSouth OA Access Service call served. A front end recording will greet each customer end user call with a message of up to three (3) seconds duration which identifies the customer's service (for example, "(customer name)"). (N)
- Recording of initial Branding Announcements and changes thereto will be performed on an implementation schedule agreed to between the Company and the customer. (N)
- The customer may request changes to the Branding Announcements currently being provided via BellSouth OA Access Service. The Company will implement such changes within thirty (30) days of receiving the customer's request at the rates and charges detailed for branding in E18.3.5 following. (N)
- F.** BellSouth OA Access Service will be provided at rates and charges as set forth in E18.3.5 following, except as provided for in E18.3.4.D. following. (N)
- G.** The minimum subscription period for which BellSouth OA Access Service is provided and for which charges apply is one (1) month. (N)

E18.3.2 Operator Assistance Trunks (OA Trunks)

(N)

- A.** BellSouth Operator Assistance Trunks (OA Trunks) provide the means to interconnect the customer's high capacity facility or facilities (e.g., DS1, BellSouth MegaLink, BellSouth LightGate, BellSouth SMARTPath or BellSouth SMARTRing) at a DS1 level to the network location of its operator assistance provider. (N)
- B.** BellSouth OA Trunks must be present in sufficient number to handle the customer's maximum forecasted call volume. (N)
- C.** BellSouth OA Trunks have the same transmission specifications as do BellSouth SWA FGD trunks, as described in E6.2.4 of this tariff. (N)
- D.** BellSouth OA Trunks support bi-directional transport of customer calls using CCS7 signaling. Each BellSouth OA Trunk must be used exclusively for operator assistance calls because these trunks are not equipped to serve or route other call types. (N)
- E.** Rates and charges for BellSouth OA Trunks are as detailed in E18.3.5 following. (N)

E18. OPERATOR SERVICES ACCESS SERVICE

E18.3 BellSouth Operator Assistance Access Service (Cont'd)

(N)

E18.3.2 Operator Assistance Trunks (OA Trunks) (Cont'd)

(N)

- F. BellSouth OA Trunks must be interconnected with a customer's high capacity facility or facilities (e.g., DS1, BellSouth MegaLink, BellSouth LightGate, BellSouth SMARTPath or BellSouth SMARTRing) at a DS1 level in order that BellSouth OA Trunks function properly. BellSouth OA Trunks can be ordered in increments of twenty-four (24) to meet this requirement, with a minimum order of twenty-four (24) BellSouth OA Trunks. Alternatively, customers may utilize a combination of BellSouth OA Trunks and Type 1 BellSouth Flat Rated DA Trunks (as described in E9.6 of this Tariff) to meet this twenty-four (24) trunk requirement. However, each trunk in such a combination must be designated for use to carry either operator assistance calls or directory assistance calls, but not both.

(N)

E18.3.3 Obligations of the Customer

(N)

- A. The customer will cooperatively test with the Company at the time of BellSouth OA Access Service installation.
- B. The customer will provide the Company a forecast of their monthly automated and live operator handled OA Access Service calls.
- C. The customer must order BellSouth OA Trunks, as described in E18.3.2 preceding, from the Company. BellSouth OA Trunks must be interconnected with a customer's high capacity facility or facilities (e.g., DS1, BellSouth MegaLink, BellSouth LightGate, BellSouth SMARTPath or BellSouth SMARTRing) at a DS1 level in order that BellSouth OA Trunks function properly. BellSouth OA Trunks can be ordered in increments of twenty-four (24) to meet this requirement, with minimum order of twenty-four (24) BellSouth OA Trunks. Alternatively, customers may utilize a combination of BellSouth OA Trunks and Type 1 BellSouth Flat Rated DA Trunks (as described in E9.6 of this Tariff) to meet this twenty-four (24) trunk requirement. However, each trunk in such a combination must be designated for use to carry either operator assistance calls or directory assistance calls, but not both, because OA Trunks and Flat Rated DA Trunks route operator assistance and directory assistance calls, respectively, to groups of Company operators trained and equipped to handle either operator assistance calls or directory assistance calls, but not both.
- D. Customers who wish to utilize Nortel release link trunking technology must have in place Nortel DMS 250/500 switching equipment loaded with Nortel software release level UCS08 (or higher) and feature packages URLT 1, 2, 3 and 4.
- E. The customer will deliver calls to the BellSouth OA Service location with industry standard CCS7 call detail.
- F. When opting for the BellSouth OA Access Service Savings Plan, the customer must select plan options for both automated and live operator handled calls.
- G. When opting for the BellSouth OA Access Service Savings Plan, the customer must deliver to the Company within the time frames specified for the plan options selected call volumes that meet or exceed the minimum amounts required for the plan options selected, subject to the regulations detailed in E18.3.4.D. following.

(N)

(N)

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(N)

(N)

(N)

E18.3.4 Rate Regulations and Payment Arrangements

(N)

- A. Rates for BellSouth OA Access Service are as detailed in E18.3.5 following, except as described in D. and E. following.
- B. When opting for the BellSouth OA Access Service Savings Plan, in no event will the untimely installation or failure of customer equipment required to deliver calls to the BellSouth OA Access Service location relieve the customer of their commitment to deliver to the Company within the time frames specified for the plan options selected call volumes that meet or exceed the minimum amounts required for the plan options selected as detailed in D following.
- C. Service Credit for BellSouth OA Access Service
A service credit equal to the amounts charged for the BellSouth OA Access Service and/or options as detailed in E18.3.5 or in E. following, if applicable, will apply to the customer's next bill when the Company has received from the customer within sixty (60) days of the occurrence a substantiated claim as follows:
1. A call(s) sent by the customer to the BellSouth OA Access Service location(s) was not answered because the BellSouth OA Access Service location(s) or Company equipment was out of service, or
 2. BellSouth OA Access Service provided no response, or
 3. A request(s) for call completion was not returned to the customer's premises due to failure of the Company's equipment or of the BellSouth OA Access Service.
- D. In the event that OA Access Service is terminated prior to the one (1) month minimum subscription period, usage equal to the customer's forecasted monthly call volume as described in E18.3.3.B. will be applied to the standard per call rates detailed in E18.3.5 to determine the usage portion of the customer's bill.

(N)

(N)

(N)

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(N)

(N)

(N)

(N)

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E18.3 BellSouth Operator Assistance Access Service (Cont'd)

E18.3.4 Rate Regulations and Payment Arrangements (Cont'd)

E. BellSouth OA Access Service Savings Plan

1. The BellSouth OA Access Service Savings Plan provides BellSouth OA Access Service customers the option to receive a reduced rate per BellSouth OA Access Service call in exchange for their commitment to deliver specified minimum usage for all OA Access calls sent to the Company during a specified payment plan period. A BellSouth OA Access Service payment plan agreement is required to implement this option.
2. BellSouth OA Access Service Savings Plan subscriber rates are as detailed for each plan option in 13. following.
3. Application of BellSouth OA Access Service Savings Plan rates will commence with the first bill period following the plan option effective date, as agreed to, by and between the customer and the Company.
4. The minimum payment plan period of a BellSouth OA Access Service Savings Plan is twenty-four (24) months and the maximum payment plan period is forty-eight (48) months.
5. Except as indicated in 8., 9., 10. and 11. following, the customer must during the selected payment plan period(s) deliver BellSouth OA Access Service call usage greater than or equal to ninety-five percent (95%) of the minimum OA Access Service call usage required by the payment plan option(s) selected by the customer.
6. At the end of the selected payment plan period(s), if BellSouth OA Access Service per call usage is below ninety-five percent (95%) of the minimum OA Access Service call usage required by the customer's selected plan option(s), the customer will be billed back the difference between the billed plan rate and the standard rate for all calls billed during the payment plan period.
7. At any time during the active option payment plan period an existing BellSouth OA Access Service Savings Plan customer may request an upgrade to a service option having a higher usage commitment and/or a longer payment plan period. A new BellSouth OA Access Service payment plan agreement is required to implement the change.
8. An existing BellSouth OA Access Service Savings Plan customer may request termination of their plan participation. If participation in the customer's currently active plan is ended prior to the scheduled expiration of the payment plan period, back billing of the difference between the then active plan option rates and the standard rates will be applied to a percentage of the calls that have been billed since the initiation of the plan options as follows:

When Plan Option Is Terminated Prior to its Scheduled Expiration and Within __ Months of its Initiation Date	This is the Percentage of Calls to which Back Billing Applies
12 Months	100%
24 Months	90%
36 Months	75%
48 Months	45%

Example: A BellSouth OA Access Service Savings Plan customer who terminates their plan option after 12 months but before 24 months would be billed back on ninety percent (90%) of the calls billed under the plan.

9. A customer who terminates their BellSouth OA Access Service Savings Plan is eligible to initiate a new plan six (6) months from the termination date.
10. In the event of a merger or acquisition where some or all parties to the merger or acquisition have existing BellSouth OA Access Service Savings Plan options in place, each existing customer may continue their plan option to conclusion provided usage for each existing customer can be segregated from the whole and measured by the Company. Alternatively, the existing BellSouth OA Access Service Savings Plan options of each party to the merger or acquisition may be terminated without penalty provided a new BellSouth OA Access Service Savings Plan option is made effective for the merged or acquiring entity in which the usage commitment is greater than or equal to the sum of the usage commitments for each active plan option of each party to the merger or acquisition.
11. In the absence of or upon the expiration of an active BellSouth OA Access Service Plan option(s), the standard rates detailed in E18.3.5 apply.

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E18.3 BellSouth Operator Assistance Access Service (Cont'd)

E18.3.4 Rate Regulations and Payment Arrangements (Cont'd)

E. BellSouth OA Access Service Savings Plan (Cont'd)

12. Following are the rate schedules for the BellSouth OA Access Service Savings Plan options. When electing to participate in the BellSouth OA Access Service Savings Plan, the customer must choose both an automated and a live operator plan option (one option from each of the tables following) and must specify a payment plan period for each of the two options selected.

For Automated Calls:

Automated Call Plan Option	Call Usage Commitment ¹	Payment Plan Period	Rate Per Call
Option A	1 - 2,999,999	24 months	\$ 0.1675
	1 - 4,499,999	36 months	\$ 0.1650
	1 - 5,999,999	48 months	\$ 0.1600
Option B	3,000,000 - 11,999,999	24 months	\$ 0.1575
	4,500,000 - 17,999,999	36 months	\$ 0.1550
	6,000,000 - 23,999,999	48 months	\$ 0.1500
Option C	12,000,000 - 47,999,999	24 months	\$ 0.1475
	18,000,000 - 71,999,999	36 months	\$ 0.1450
	24,000,000 - 95,999,999	48 months	\$ 0.1400
Option D	48,000,000 - 99,999,999	24 months	\$ 0.1375
	72,000,000 - 149,999,999	36 months	\$ 0.1350
	96,000,000 - 199,999,999	48 months	\$ 0.1300
Option E	100,000,000 or Greater	24 months	\$ 0.1275
	150,000,000 or Greater	36 months	\$ 0.1250
	200,000,000 or Greater	48 months	\$ 0.1200

For Calls Handled by a Live Operator:

Live Operator Call Plan Option	Call Usage Commitment ¹	Payment Plan Period	Rate Per Call
Option A	1 - 2,999,999	24 months	\$ 0.1675
	1 - 4,499,999	36 months	\$ 0.1650
	1 - 5,999,999	48 months	\$ 0.1600
Option B	3,000,000 - 11,999,999	24 months	\$ 0.1575
	4,500,000 - 17,999,999	36 months	\$ 0.1550
	6,000,000 - 23,999,999	48 months	\$ 0.1500
Option C	12,000,000 or Greater	24 months	\$ 0.1475
	18,000,000 or Greater	36 months	\$ 0.1450
	24,000,000 or Greater	48 months	\$ 0.1400

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Note 1: Commitment is for the total of Interstate and Intrastate Usage

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E18.3 BellSouth Operator Assistance Access Service (Cont'd)

E18.3.5 Rates and Charges

A. The following rates apply for BellSouth Operator Assistance Access Service

1. Professional Operator Assistance Services

	Rate	Nonrecurring Charge	USOC
(a) Per Automated Call Assisted	\$ 0.18	\$ -	NA
(b) Per Live Operator Call Assisted	0.18	-	NA

(R)

2. Call Branding

(a) Per Branding Announcement Created or Changed	-	7,000.00	WOABA
(b) Per Platform Shelf Loaded	-	270.00	WOABP

3. Transport of Customer Calls

	Monthly Rate	Nonrecurring Charges		USOC
		First Trunk Installed	Each Add'l Trunk	
(a) Per BellSouth OA Trunk	\$ 6.00	\$ 24.00	\$ 20.00	WOATX