

ASSISTED CALL SERVICE

A. DEFINITIONS

Assisted Calls

- All calls except those defined as sent paid dial type communications
- Calls from public and semipublic telephones to points beyond 20 rate miles
- Calls for which time and charges are requested

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Calls Involving Connection with Customer-Provided Facilities

Where Message Toll Service is available for use with customer-provided facilities, the rates and charges for station-to-station, person-to-person and conference calls will apply in accordance with the type connection established.

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ASSISTED CALL SERVICE (cont'd)

A. Definitions (cont'd)

Payphone Set Use Charge

The Payphone Set Use Charge applies to completed non-sent paid calls originated from a payphone. Its applied in accordance with FCC Docket 96-128 in order to recover the costs of per call compensation to Payphone Service Providers. Non-sent paid is defined as a call which is placed without advance deposit of currency at the payphone. The Payphone Use Charge will apply in addition to applicable Operator Assisted Call Charges^{/1/} specified in paragraph 4, following.

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(D)

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

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ASSISTED CALL SERVICE (cont'd)**A. Definitions (cont'd)**PrePaid Calling Card

A payment option which allows customers to prepay for their outbound intraLATA calling usage carried by the Company. PrePaid Calling Cards are available to end-users in varying dollar and unit denominations.

Station-to-Station Calls

The service where the person originating the call

- dials the telephone number desired, or
- gives to the Company operator the telephone number of the desired station, Miscellaneous Common Carrier connecting circuit, PBX or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which the number of the desired station, Miscellaneous Common Carrier connecting circuit or PBX is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX attendant.

Value Plus Contract Service

Value Plus Contract Service is furnished as an adjunct to all classes of business and residence telephone service and provides for telephone communications to all toll points within the LATA in which the customer is located within the State of Michigan. Value Plus Contract Service is in effect at all times including holidays. Value Plus Contract Service charges set forth herein are in payment for toll service and Wide Area Telephone Service furnished between the calling and called station. Value Plus Contract Service does not include any calls to toll points outside the customer's home LATA. Value Plus Contract Service does not include interzone calls or calls within the local service area except those placed on the Wide Area Telephone Services access lines.

Wide Area Telephone Services are encompassed in Part 10 in this Guidebook.

ASSISTED CALL SERVICE CHARGES

The following Assisted Call Charges apply to Michigan Bell customers residing in Michigan Bell Territory and customers residing in Michigan Exchange Carrier Association Territory where Michigan Bell is the primary toll carrier.

1. Local Call
 - a. From an Ameritech public or semi-public telephone or coinless telephone service - in addition to the appropriate Assisted Call Charge, apply Message Toll Operator Assisted Rate Schedule, Rate Step 1. Discounts from the Basic Rate Schedule specified in Tariff M.P.S.C. No. 20R, Part 9, Section 1, are not applicable. (C)
 - b. From other telephone service - apply only the appropriate Assisted Call Charge.
2. Interzone Call (within a District Exchange) - in addition to the appropriate Assisted Call Charge, apply Interzone Message Charges as specified in Tariff M.P.S.C. No. 20R, Part 9, Section 1.
3. Message Toll Call - apply the rate specified under the Basic Rate Schedule in Tariff M.P.S.C. No. 20R, Part 9, Section 1, plus the appropriate Assisted Call Charge.

ASSISTED CALL SERVICE CHARGES (cont'd)

4. Assisted Call Charges

Description	Charge Per Call	
a. Station-to-Station Calls		
1. From a public or semi-public telephone, sent paid at the coin set	\$.65	(D)
2. Other, including requests for time and charges	2.95	(C)
3. Collect, Inmate ^{/1/}	3.95	(C)
		(D)
b. Payphone Set Use Charge	.30	(C)

5. 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/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)
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