

1. OPERATOR - HANDLED SERVICE

Operator-Handled service is that service requested of a Company operator, by the person originating a call, which is in addition to the customer-dialed service specified in Part 9, Section 1 of this Guidebook.

A. Station-to-Station calls are those calls where the person originating the call specifies to a Company operator a particular telephone number to be reached.

B. Reserved

C. Reserved

(C)

(C)

(D)

(D)

D. Service Charges

1. A service charge applies to each operator handled call.^{/1/} This charge is added to the initial minute and additional minute charges. Discounts do not apply to the service charge.

(C)

(C)

2. 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)

(N)

1. OPERATOR - HANDLED SERVICE (cont'd)

D. Service Charges (cont'd)

Description	Charge	
1. Operator Handled - Station-to-Station	1.75	
		(D)
		(D)
2. Inmate Collect - Station-to-Station ^{/1/}	2.75	(C)

E. Local Non-Coin Messages

1. The appropriate service charge as set forth in D. preceding is applicable whenever the assistance of a Company operator is required to complete the local call at the calling party's request. The service charge is in addition to the appropriate local message charge. (C)
(C)

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