

OPERATOR SERVICES**A. Regulations**

1. Availability of Services

Service is furnished subject to the availability of the service components required. The Company will (1) determine which of those components shall be used and (2) make modifications to those components at its option.

2. Liability

- a. The customer has exclusive control of his communications over the services furnished him by the Company, and of the other uses for which service may be furnished him by the Company, and because of unavailability of errors incident to the services and to the use of such service components of the Company, the services furnished by the Company are subject to the terms, conditions and limitations specified in b., c., and d. following.
- b. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in service components furnished by the Company, occurring in the course of furnishing service and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay or error or defect in transmission, or failure or defect in service components occurs. Except as specifically set forth in Service Guarantee paragraph of 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2, no other liability shall in any case attach to the Company in consideration of such interruptions.^{/1/}
- c. The customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its service; against claims for infringement of patents arising from combining with, using in connection with, service of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with service provided by the Company.
- D. When the service components of other telephone companies are used in establishing connections to points not reached by the Company's services, the Company is not liable for any act or omission of the other company or companies.

3. Use of Service

The service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this Guidebook.

/1/ The Service Guarantee, as specifically set forth in the Service Guarantee paragraph of 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2, does not apply for concurring carriers.

OPERATOR SERVICES (cont'd)**A. Regulations (cont'd)****4. Abuse and Fraudulent Use**

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

1. The use of the service of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service.
2. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, Long Distance Message Telecommunications Service, by rearranging, tampering with, or making connection with any service components of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.
3. The use of the service of the Company for a call or calls anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
4. The use of profane or obscene language.
5. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

5. Unlawful Purposes

The service is furnished subject to the condition that it will not be used for an unlawful purpose.

6. Obligation of the Customer

1. The calling party shall establish his identity in the course of any communication as often as may be necessary.
2. The calling party shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called service point or service points.

7. Payment for Service

1. The customer is responsible for payment of all charges for services.
2. Payment dates and late payment charges are as specified in 'Rules and Regulations Applying to All Customers' Contracts' described in Part 2, Section 2.

OPERATOR SERVICES (cont'd)

A. Regulations (cont'd)

8. Billing of Charges

The charges for messages and services originated or charges accepted at the customer's service point are billed and collected by the Company or the connecting company from whose service point the messages were sent paid or at whose service point the messages were received collect.^{/1/}

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9. Unauthorized Attachments or Connections

a. No equipment, accessory, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the services furnished by the Company, whether mechanically, electrically, inductively, acoustically, or otherwise, except as provided in this Guidebook. In case any such unauthorized attachment or connection is made, the Company will take action to terminate existing service until the guidebook is complied with by the customer. In such instances where property or life is endangered, the Company shall have the right to disconnect service or remove the cause of the impairment without notice to the customer.

b. The Company does not undertake to transmit messages but furnishes the use of its services to its customers for telecommunications.

10. Limitations on Duration of Connections

The Company reserves the right to limit the duration of connection when necessary because of a shortage of service components caused by emergency conditions.

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

(N)
(N)

OPERATOR SERVICES (cont'd)**A. Regulations (cont'd)**

13. Definitions

Bill To Third Number^{/1/}

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A billing arrangement by which a message may be charged to an authorized service point as determined by the Company other than the service point originating the message or the service point where the message is terminated.

Collect Call^{/1/}

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The procedure by which calls, upon request, may be reversed, that is, charged to the called service point, provided the charges are accepted at the called service point.

Connecting Arrangement

The equipment provided by the Company to accomplish the direct electrical connection of service components not provided by the Company with the services of the Company.

Customer

The person, firm or corporation responsible for the payment of charges and compliance with the regulations of the Company.

Exchange Access Arrangement (EAA)

A telephone service component which permits access to and from both the customer's premises and the telephone exchange network point. A telephone exchange network point is also known as a serving office.

IntraLATA

Long Distance Telecommunications Service where service point locations are all within the same LATA.

LATA (Local Access and Transport Area)

A geographic area established for the administration of communication service. It encompasses designated local operating Company exchanges which are grouped to serve common social, economic and miscellaneous purposes.

Local Service Area

The area within which service is furnished between the customers without charge other than the charges specified in Part 4, Section 1 and Section 2.

/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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OPERATOR SERVICES (cont'd)

A. Regulations (cont'd)

11. Definitions (cont'd)

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Service Point

Used in connection with customer-provided communication channels, denotes the point of the customer's premises where channels provided by or furnished to the customer are terminated in switching equipment used, at least in part, for communications with service points or customer premises equipment.

OPERATOR SERVICES (cont'd)**A. Regulations (cont'd)**

11. Definitions (cont'd)

Station-to-Station

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 service point or gives only the name and address under which the number of the desired service point is listed and does not specify a particular person to be reached, nor a particular mobile service point to be reached through a Mobile Telephone Service Attendant, nor a particular service point, department or office to be reached through an attendant. Station-to-Station services are offered as follows:

- Dial Station-to-Station is where the person originating the call from other than a public or semi-public coin telephone dials the telephone number desired and the call is completed without the assistance of a Company operator and the call is not billed to a number other than the originating number, including: (1) when an operator records the originating telephone number where no automatic recording equipment is available; (2) when an operator reaches the called telephone number where service components are not available for dial completion; (3) when an operator places a call for a calling party who identifies himself as being disabled and unable to dial the call because of his disability; (4) when an operator reestablishes a call which has been interrupted after the called number has been reached; then the dial Station-to-Station rate shall apply, and (5) when an operator places a call for the calling party who declares that he has attempted to complete the call but has been unable to do so due to technical difficulties.
- Station-to-Station calls may be dialed direct, or completed with the assistance of a Company operator. If the customer utilizes an operator, there are three levels of Operator Assistance service. They are:

Non-Automated: Non-automated service is where the person originating the call dials zero, or a special access number (e.g. an 800/888 number) and the operator dials the number and collects billing information for completion of the call. Non-automated service includes service that is not fully automated or semi-automated. When an operator re-establishes a non-automated call which has been interrupted due to a problem on the network after the called number has been reached, no additional operator service charge shall apply.

Semi-Automated: Semi-automated service is where the person originating the call dials zero, or a special access number (e.g. an 800/888 number), or (1+ calls from pay telephones), then dials the desired telephone number and the operator collects billing information for completion of the call. When an operator re-establishes a semi-automated call which has been interrupted due to a problem on the network after the called number has been reached, no additional operator service charge shall apply.

Telephone Company (Company)

Southwestern Bell Telephone Company, LLC, d/b/a AT&T Oklahoma or concurring local exchange carriers.

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OPERATOR ASSISTANCE SERVICE CHARGES

Operator Assistance Service Charges will apply in addition to other rates as specified in this Guidebook and in 'Long Distance Telecommunications Service' described in Part 9, Section 1. Discounts as specified in 'Long Distance Message Telecommunications Service' do not apply to service charges. Only one service charge per message will apply.

A. Rates

1. Local Operator Assistance Service Charges

<u>Description</u>	<u>Non-Coin Rate</u>	<u>Pay Telephone^{/1/} Rate^{/2,3/}</u>	(C) (C)
Station-To-Station Service			(D)
			(D)
Sent Paid			
Non-Automated	\$1.65		
Semi Automated.....	1.65		
			(D)
			(D)

/1/ Pay telephones include all paytype telephones that accept coins, or are coinless or have a card reader, or a combination of a coin accepting/card reader telephone. (C)

/2/ For local calls from pay telephones, a \$0.25 charge applies in addition to the operator service charge. (C)

/3/ Apply Payphone Use Charge^{/4/} in D. following to alternately billed calls. (C)

(D)

(D)

/4/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)

OPERATOR ASSISTANCE SERVICE CHARGES (cont'd)**A. Rates (cont'd)**

2. Long Distance Operator Assistance Service Charges

<u>Description</u>	<u>Non-Coin Rate</u>	<u>Pay Telephone^{/1/} Rate^{/2,3/}</u>	(C) (C)
Station-To-Station Service			(D)
			(D)
Sent Paid			
Non-Automated	\$1.90		
Semi Automated	1.90		
			(D)
			(D)

- /1/ Pay telephones include all paytype telephones that accept coins, or are coinless or have a card reader, or a combination of a coin accepting/card reader telephone. (C)
- /2/ Apply Payphone Use Charge^{/4/} in D. following to alternately billed calls. (C)
- /3/ Based on equipment provided, only Inmate facilities have the ability to place Fully Automated Collect calls. (C)
- /4/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)
(N)

OPERATOR ASSISTANCE SERVICE CHARGES (cont'd)**B. Rates Applicable to Messages Placed by Certified Disabled Residence Customers**

Operator Assistance (OA) may be provided at no charge to persons who are unable to use a telephone directory 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 the Company 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 the Company that may be terminated at any time.

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C. Reserved for future use

(C)

D. Payphone Use Charge

The Payphone Use Charge applies to all completed non-sent paid calls placed from payphones. 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 Assistance Charges specified in this guidebook.

Payphone Use Charge.....\$.50

INTERCEPT REFERRAL SERVICE**A. General**

Intercept Referral Service is a service used when a customer disconnects or changes their telephone number. Calls to the intercepted telephone number are referred to a standard recorded announcement. This service is available where resources permit. (C)
(C)

The 'Rules and Regulations Applying to All Customers' Contracts' found in Part 2, Section 2 is applicable to the provision of Intercept Referral Service.

B. Description of Service**1. Basic Intercept Referral Service**

- a. This service provides a recorded announcement. (The type of recording is based on availability of company resources.) The announcement states that the called number has been disconnected or is no longer in service. (C)
(C)
(D)
(D)
- b. Basic Intercept Referral Service is provided free of charge to resident customers for a minimum of thirty days where facilities exist and the threat of telephone number exhaustion is not imminent.
- c. Basic Intercept Referral Service for single line business customers and the primary listed telephone number for Direct Inward Dial (DID), Centrex, Plexar II and Plexar Custom customers shall be available upon request, free of charge for a minimum of thirty days or the life of the directory, whichever is larger. However, if the threat of telephone number exhaustion becomes imminent for a particular central office, the company may re-issue a disconnected number prior to the expiration of the directory, but no earlier than 30 days after the disconnection of the business telephone number. A charge will apply on all other non-primary DID, Centrex, Plexar II and Plexar Custom numbers as specified in B.3. below.

INTERCEPT REFERRAL SERVICE (cont'd)

B. Description of Service (cont'd)

2. Reserved for future use

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(D)

(D)

3. Intercept Referral Service for DID, Centrex, Plexar II and Plexar Custom Customers

Direct Inward Dial (DID) Centrex, Plexar II and Plexar Custom customers are characterized by a large number of telephone numbers and a concentration between numbers and trunks or trunk equivalents. For these customers, two referral configurations are available:

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- Each telephone number may be referred to a common message, or
- A block of sequential telephone numbers may be referred to a common message.

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INTERCEPT REFERRAL SERVICE (cont'd)**C. Rates and Charges**

If the period of service requested by the customer is:

	<u>USOC</u>	<u>Nonrecurring Charge Up to 90 Days</u>	
1. <i>Reserved for future use</i>			(D)
2. DID, Centrex, Plexar II and Plexar Custom ^{/1/}			(D) (C)
Basic Intercept Referral Service			
Each number referred individually (per telephone number)	IRSMB	\$20.00	
Block of sequential numbers referred to one message (per block)	IRSMC	110.00	(D)
3. Service Order Charges are not applicable. See Paragraph A.6.f in 'Service Charges – Connections, Moves and Changes' in Part 3, Section 1.			(D)

/1/ For the primary listed telephone number for DID, Centrex, Plexar II and Plexar Custom Services, see B.1. (C)
(C)

INTERCEPT REFERRAL SERVICE (cont'd)**C. Rates and Charges (cont'd)**

If the period of service requested by the customer is:

	<u>USOC</u>	<u>Nonrecurring Charge</u> <u>91-180 Days</u>	
1. <i>Reserved for future use</i>			(D)
2. DID, Centrex, Plexar II and Plexar Custom ^{/1/}			(D) (C)
Basic Intercept Referral Service			
Each number referred individually (per telephone number).....	IRSAB	\$40.00	
Block of sequential numbers referred to one message (per block).....	IRSAC	220.00	(D)
3. Service Order Charges are not applicable. See Paragraph A.6.f in 'Service Charges – Connections, Moves and Changes' in Part 3, Section 1.			(D)

/1/ For the primary listed telephone number for DID, Centrex, Plexar II and Plexar Custom Services, see B.1. (C)
(C)

INTERCEPT REFERRAL SERVICE (cont'd)**C. Rates and Charges (cont'd)**

If the period of service requested by the customer is:

	<u>USOC</u>	<u>Nonrecurring Charge</u> <u>181-365 Days</u>	
1. <i>Reserved for future use</i>			(D)
2. DID, Centrex, Plexar II and Plexar Custom ^{/1/}			(D) (C)
Basic Intercept Referral Service			
Each number referred individually (per telephone number).....	IRSXB	\$60.00	
Block of sequential numbers referred to one message (per block).....	IRSXC	330.00	(D)
3. Service Order Charges are not applicable. See Paragraph A.6.f in 'Service Charges – Connections, Moves and Changes' in Part 3, Section 1.			(D)

/1/ For the primary listed telephone number for DID, Centrex, Plexar II and Plexar Custom Services, see B.1. (C)
(C)

LOCAL ASSISTANCE CHARGING

A. General

1. Where a customer requests assistance in placing or billing of local calls, the appropriate Operator Service Charges as found in 'Operator Services' described in this Part and Section will apply.
2. Service Charges for Local Assistance are not applicable to calls placed from customers whose disabilities prevent them from dialing the call. The method of exemption is described under 'Operator Assistance Service Charges', paragraph B., described earlier in this Section. (C)
(C)