

**BUSINESS AND RESIDENTIAL
PRODUCT REFERENCE AND PRICING GUIDEBOOK**

SECTION 8 – OPERATOR SERVICES

8.1 Directory Assistance Services

8.1.1 General

Directory Assistance Service allows the Customer, End User or Casual Caller to request the telephone number or area code of a party located in another state or a United States territory. The Directory Assistance operator provides assistance in locating business, residence and government listings. Directory assistance is available for determining a telephone number or area code in the United States, the Extended Area, Midway Island and Wake Island.

8.1.2 Availability

Assistance in obtaining an interstate Directory Assistance listing is available to any Customer that has access to the Directory Assistance bureau via one of the access methods described in Section 8.1.3 herein.

8.1.3 Access Methods

A. General

Calls to directory assistance may be completed on a fully automated basis or may be completed with the assistance of an operator.

1. Customers who pre-subscribe to any of the Company's outbound Service offerings that utilize Switched Access to reach the long distance network may reach Directory Assistance on their presubscribed line by dialing:
 - 1 + area code + 555-1212
 - 0 + area code + 555-1212
 - 00 and request the long distance operator to connect the caller to Directory Assistance
 - one of the Company's Toll-Free Access Numbers. The call may be completed or by dialing the area code + 555-1212. The caller may also request the long distance operator to connect the caller to Directory Assistance.
2. Customers, End Users and Casual Callers may also reach directory assistance by dialing one of the Company's Toll-Free Access Numbers. The call may be completed on a fully automated basis by dialing the area code + 555-1212. The caller may also request the long distance operator to connect the caller to Directory Assistance.

B. Call Originates From Off-Net Location

Unless otherwise specified in this Guidebook, Customers, End Users or Casual Callers may also reach Directory Assistance via the following access method:

- one of the Company's Toll-Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212

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8.1 Directory Assistance Services (continued)

8.1.3 Access Methods (continued)

C. Call Originates from On-Net Location

Customers, End Users or Casual Callers may also reach Directory Assistance via:

- one of the Company's Toll -Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212.

8.1.4 Features

A. Multiple Listings

Customers may receive up to two listings per request to Directory Assistance. Regardless of the access method used by the caller to reach Directory Assistance, the two listings requested by the caller may be for telephone numbers located within different area codes.

B. Automated DACC

Automated DACC provides the caller an option of having an interactive automated system complete a call to the called telephone number listing received from Directory Assistance without the caller hanging up and originating a new call.

1. The Company will offer Automated DACC only where technical capability exists to terminate the call to a location in the United States.
2. For Customers that subscribe to any of the Company's outbound Services that require Switched Access to reach the long distance network, Automated DACC is available for Directory Assistance accessed via 1 + area code + 555-1212. Automated DACC is blocked via all other access methods.
3. Automated DACC calls may not be completed via Group 1 Toll Free Access Numbers or Group 2 Toll Free Access Numbers.
4. When two directory listings are requested, Automated DACC is available for completing the call to the first or second listing.
5. Once the caller is provided the desired telephone number, the caller is offered call completion.
6. Manual completion of the call from the Directory Assistance operator is not available.

C. Call Completion by Long Distance Operator

Manual call completion may be required for disabled callers or for callers that originate calls from rotary telephones. These callers should contact the long distance operator for connection to the Directory Assistance operator and request the long distance operator stay on the line to complete the call.

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8.1 Directory Assistance Services (continued)

8.1.5 Application of Charges

General

1. Directory Assistance charges apply whether or not the Directory Assistance operator furnishes the requested telephone number(s) (e.g., the requested telephone number is unlisted, non-published or no record can be found).
2. Customers will be billed a charge for each request of two listings or portion thereof.
3. Any calls to Directory Assistance utilizing an operator will be billed the Directory Assistance charge plus the applicable operator services per call charges. If the Customer reaches a long distance operator and the long distance operator connects the Customer to Directory Assistance, the following charges apply:
 - Directory Assistance charge pursuant to Section 8.1.6 of this Guidebook and operator dialed per call charge pursuant to Section 8.2.8 of this Guidebook.

If the long distance operator stays on the line to complete the call for the caller, usage charges also apply pursuant to Section 8.2.8 of this Guidebook.

The Automated DACC charge applies in addition to the Directory Assistance per-call charge if the caller accepts the offer. The Automated DACC charge will not apply if the call is not completed. The DACC charge and the associated usage charges for the completed call will be billed using the same billing option used for the originating call to Directory Assistance. In addition to the DACC charge, the Customer will be billed the directory assistance charge and the appropriate usage charge.

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8.1 Directory Assistance Services (continued)

8.1.6 Rates and Charges

A. Call Completed Via All Access Methods

Jurisdiction	Rate, per call
INTERSTATE	\$2.49
AR, DC, DE, FL, GA, IA, IL, IN, KS, KY, LA, MI, MO, MS, MT, NC, ND, NH, NJ, NV, NY, OH, OR, PA, SC, SD, TN, TX, VA, WA, WI, WY	\$1.25
AK, AL, CO, OK	\$0.60
CT	\$0.35
MD, RI	\$1.00
MA	\$0.00
ME	\$0.95
VT	\$1.10

B. Directory Assistance Call Completion

Jurisdiction	Rate, per completed call
INTERSTATE	\$0.50
AK, AL, CO, CT, DC, DE, FL, GA, IA, IL, IN, KS, KY, LA, ME, MI, MS, MT, NC, ND, NH, NJ, NV, NY, OH, OK, OR, PA, RI, SC, SD, TN, TX, VT, WA, WY	\$0.50
AR, MA, MD, MO, VA, WI	\$0.35

8.1.7 State-Specific Exemptions

Florida

Directory Assistance for Handicapped Persons:

Pursuant to Section 25-4.115 (3) (a) of the IXC Rules for Special Rates for Handicapped Customers, there will be no charge for up to fifty (50) calls per billing cycle from lines or trunks servicing individuals with disabilities. Such persons must contact the Company for credit on the bill.

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8.2 Domestic Operator Services

8.2.1 General

Callers may use Operator Toll Assistance Services to place interstate calls from their presubscribed telephone line or when away from their established primary Service location. Calls can originate from either tone-generating or rotary-dial instruments. Unless otherwise indicated in this Guidebook, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

8.2.2 Availability

Service is available to a Customer that subscribes to any of the Company's outbound Service offerings and Casual Callers that dial one of the Company's Toll-Free Access Numbers. Unless specifically limited or expanded in this Guidebook, Operator Toll Assistance Services are available from locations in the United States and in the Extended Area. Calls from Alaska and the Extended Area are only available via the Company's Toll-Free Access Number.

8.2.3 Access Method

- A. Callers dialing one plus (1+) one of the Company's Toll-Free Access Numbers over Switched Access lines will hear recorded messages that guide the caller. Callers may elect to use the billing option described in Section 8.2.5 of this Guidebook or may reach the operator for assistance. Callers placing a call from a tone-generating telephone may select one of the various Operator Toll Assistance Services options by pressing the appropriate key on their tone-generating telephone. The call will default to an operator for assistance if (1) the call originates from a rotary telephone or (2) the call originates from a tone-generating telephone and the caller fails to make a selection on its keypad.
- B. Unless otherwise indicated in this Guidebook, callers may also place Operator Toll Assistance Services calls from Off-Net locations by dialing:
- 00 from a presubscribed telephone line and follow the prompts
 - 0+ the called number from a presubscribed telephone line
- C. Unless otherwise indicated in this Guidebook, callers may also place Operator Toll Assistance Services from On-Net locations by dialing:
- 00 from a presubscribed telephone line and request the long distance operator to complete the call or
 - 0+ the called number from a presubscribed telephone line.

8.2.4 Completion Type

Station-to-Station

Any operator-handled call whereby the person originating the call does not specify a particular person to be reached, or particular station room number, department or office to be reached through a PBX attendant.

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8.2 Domestic Operator Services (continued)

8.2.5 Billing Options

Sent Paid

This is a billing option where the Customer originating the call pays for the call by having the call billed to the originating telephone number. This billing option will initially be restricted from non-coin origination.

8.2.6 Level of Automation

Operator Toll Assistance Services calls may be completed with or without assistance of an operator. There are three (3) levels of automation for Operator Toll Assistance Services. They are:

Operator Dialed

An operator dialed call occurs when the person originating the call has the ability to dial all the digits necessary for call completion but instead asks the long distance operator to place the call. The operator dials the called number and the billing number. The operator dialed per call charge applies. The rates for the operator dialed per call charges in Section 8.2.8 of this Guidebook apply to Station-to-Station calls when the caller has the ability to dial all the digits necessary for call completion but instead asks the long distance operator to place the call.

Operator Assisted

An operator assisted call occurs when the person originating the call reaches an operator by utilizing an access method that involves dialing the called telephone number, but the operator collects the billing information to complete the call.

Fully Automated

A fully automated call occurs when a person originating a call completes the call without any assistance from the operator.

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8.2 Domestic Operator Services (continued)

8.2.7 Application of Charges

- A. There are two (2) rate elements which apply to Operator Toll Assistance Services, a usage charge and a per call charge. The rates for a particular call are determined by the level of automation used (operator dialed, operator assisted or fully automated).

For certain Operator Toll Assistance Service calls usage rates also vary depending on whether the call is classified as residential origination or business origination. The business rate per minute applies when the call originates via a telephone number presubscribed to the Company for a Business Service. The residential rate per minute applies when a call originates via a telephone number presubscribed to the Company for a Residential Service.

- B. If a Customer, End User or Casual Caller completes an Operator Toll Assistance Services call by dialing one plus (1+) any of the Group 2 Toll Free Access Numbers, the rates and charges contained in Section 8.2.8 of this Guidebook apply.
- C. If a Customer or End User completes an Operator Toll Assistance Service call via any access method described in Section 8.2.3 of this Guidebook, the rates and charges contained in Section 8.2.8 of this Guidebook apply.
- D. If Operator assistance is requested from: (1) a Customer identified as disabled and as a result of that disability cannot complete the call; or (2) a Customer whose call could not be completed due to equipment failure or trouble on the long distance network, the fully automated per call rates defined in Section 8.2.8 of this Guidebook will apply.
- E. If a Customer, End User or Casual Caller completes an Operator Toll Assistance Service call via Group 2 Toll Free Access Numbers, this Guidebook applies to interstate InterLATA and interstate IntraLATA calls.

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8.2 Domestic Operator Services (continued)

8.2.8 Rates and Charges

A. Usage Rates - All Access Methods

Jurisdiction	Per Minute Usage Rate				
INTERSTATE					
Business	\$1.15				
Residential	\$1.15				
Jurisdiction:	AK, AL, AR, DE, FL, GA^{/1/}, IA, IN, KS, KY, LA, MA, MD, ME, MI, MO, MS, MT, NC, ND, NH, NJ, NV, NY, OH, OK, OR, PA, RI, SC, SD, TX, VA, VT, WA, WI, WY				
Business	\$0.35				
Residential	\$0.35				
	CO	CT	DC	IL	TN
Business	\$0.11	\$0.89	\$0.89	\$0.21	\$0.25
Residential	\$0.11	\$0.89	\$0.35	\$0.21	\$0.25

/1/ For Georgia, for 0 – 16 miles, the usage rate is \$0.00 per minute. For 17 or more miles, the usage charges shown above apply.

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8.2 Domestic Operator Services (continued)

8.2.8 Rates and Charges (continued)

B. Per Call Charges - All Access Methods

Station-to-Station Sent Paid Per Call Charges

Jurisdiction	Rate per Call	
	Operator Assisted	Operator Dialed
INTERSTATE	\$12.50	\$12.50
AL, GA, IA, KY, ME, MS, NC, ND, NJ, OR, RI, VT, WA, WY	\$2.35	\$3.35
AR, MD, MO, PA, SC	\$2.25	\$3.25
AK	\$0.50	\$1.55
CO	\$1.25	\$1.25
CT	\$0.00	\$0.00
DC	\$4.95	\$5.95
DE	\$2.35	\$3.50
FL	\$1.75	\$2.00
IL	\$2.90	\$3.95
IN	\$1.05	\$1.05
KS, SD	\$2.45	\$3.45
LA	\$2.30	\$3.30
MA, VA, WI	\$1.25	\$2.25
MI, TX	\$2.95	\$3.95
MT	\$2.35	\$2.35
NY	\$1.85	\$2.65
NV	\$2.50	\$3.00
OH, NH	\$2.50	\$2.50
OK	\$2.15	\$3.15
TN	\$1.90	\$2.90

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8.3 International Operator Services

8.3.1 General

Callers may use Operator Toll Assistance Services to place International calls from their presubscribed telephone line. Calls can originate from either tone-generating or rotary-dial instruments. Unless specifically limited or expanded in this Guidebook, calls may originate in the United States or a U.S. territory and terminate to an International location.

8.3.2 Application of Charges

Unless otherwise indicated in this Guidebook, the initial and additional periods are billed in increments of one (1) minute or fraction thereof. There are two (2) rate elements which apply to Operator Toll Assistance Services, a usage charge and one or more fixed per call charges. The rates for a particular call are determined by the following criteria:

- access method;
- level of automation used (operator dialed, operator assisted or fully automated)

8.3.3 Access Method

A. Calls to Canada or the Caribbean Countries

1. Call Originates From Off-Net Location

Unless otherwise indicated in this Guidebook, callers placing calls over Switched Access lines may place Operator Toll Assistance Services calls to all of Canada or the Caribbean Countries from Off-Net locations by dialing:

- 00 from a presubscribed telephone line and follow the prompts
- 0+ the called number from a presubscribed telephone line
- 1+ any Group 2 Toll Free Access Number and follow the

Whether placing a call via 00 from a presubscribed line or dialing a Toll Free Access Number, the caller will hear recorded messages that guide the caller. The call will default to an operator for assistance if (a) the call originates from a rotary telephone or (b) the call originates from a tone-generating telephone and the caller fails to make a selection on its keypad.

2. Call Originates from On-Net Location

Unless otherwise indicated in this Guidebook, callers may also place Operator Toll Assistance Services from On-Net locations by dialing:

- 00 from a presubscribed telephone line and request the long distance operator to complete the call or
- 0+ the called number from a presubscribed telephone line
- 1+ any Group 2 Toll Free Access Number and follow the prompts

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8.3 International Operator Services (continued)

8.3.3 Access Method (continued)

B. Calls To All Other International Locations

1. Call Originates From Off-Net Location

Unless otherwise indicated in this Guidebook, callers placing calls over Switched Access lines may also place Operator Toll Assistance Services calls to all other International locations from Off-Net locations by dialing:

- 00 from a presubscribed telephone line and follow the prompts
- 01 + country code + city code + number from a presubscribed telephone line
- 1+ any Group 2 Toll Free Access Number and follow the prompts

Whether placing a call via 0 from a presubscribed line or by dialing a Toll Free Access Number, the caller will hear recorded messages that guide the caller. The caller will be prompted to enter 01 + country code + city code + called number. The call will default to an operator for assistance if (a) the call originates from a rotary telephone or (b) the call originates from a tone-generating telephone and the caller fails to make a selection on its keypad.

2. Call Originates From On-Net Location

Unless otherwise indicated in this Guidebook, callers may also place Operator Toll Assistance Services from On-Net locations by dialing:

- 00 from a presubscribed telephone line and follow the prompts
- 01 + country code + city code + number from a presubscribed telephone line
- 1+ any Group 2 Toll Free Access Number and follow the prompts.

8.3.4 Completion Type

Station-to-Station

Any operator-handled call whereby the person originating the call does not specify a particular person to be reached, or a particular station, room number, department or office to be reached through a PBX attendant.

8.3.5 Billing Option

Sent Paid

This is a billing option where the Customer originating the call pays for the call by having the call billed to the originating telephone number. This billing option will initially be restricted to non-coin origination.

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8.3 International Operator Services (continued)

8.3.6 Level of Automation

Operator Toll Assistance Services calls may be completed with or without assistance of an operator. There are three (3) levels of automation for Operator Toll Assistance Services. They are:

Operator Dialed

An operator dialed call occurs when the person originating the call has the ability to dial all the digits necessary for call completion but instead asks the long distance operator to place the call.

The operator dialed per call charge applies in lieu of the operator assisted per call charge. The operator dialed per call charge applies to: Station-to-Station and Person-to-Person calls when the caller has the ability to dial all the digits necessary for call completion but instead asks the long distance operator to place the call. The operator dialed per call charge will not be applied to:

- a domestic to international call that cannot be completed by the caller due to equipment failure or trouble on the long distance network;
- a domestic to international call placed by a party identified as disabled and as a result of that disability cannot complete the call.

Operator Assisted

An operator assisted call occurs when the person originating the call reaches an operator by utilizing an access method that involves dialing the called number.

The operator assisted per call charge will not be applied to;

- a domestic to international call that cannot be completed by the caller due to equipment failure or trouble on the long distance network;
- a domestic to international call placed by a party identified as disabled and as a result of that disability cannot complete the call.

Fully Automated

A fully automated rate also applies if:

- placed by a party identified as disabled and as a result of that disability cannot complete the call and the caller requests operator assistance for call completion; or
- cannot be completed by the caller due to equipment failure or trouble on the long distance network and the caller requests operator assistance for call completion.

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8.3 International Operator Services (continued)

8.3.7 Rates and Charges

A. Per Call Charges

The per call charges for calls that originate in the United States and the U.S. territories are as follows:

Call Type	Operator Assisted	Operator Dialed
Terminating Country - Canada		
Send Paid	\$4.25	\$4.25
Terminating Country - Mexico		
Send Paid	\$6.50	\$6.50
Terminating Country – All Others		
Send Paid	\$6.50	\$6.50

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8.3 International Operator Services (continued)

8.3.7 Rates and Charges (continued)

B. Usage Charges – Business and Residential Customers

The usage rates are as follows:

Country	Times	Initial Minute and Each Additional Minute	
		Peak	Off Peak
Afghanistan	7a-1p	\$9.26	\$7.72
Albania	7a-1p	\$6.79	\$5.30
Algeria	6a-12n	\$3.99	\$3.27
Andorra	7a-1p	\$3.03	\$2.07
Angola	6a-12n	\$7.62	\$6.69
Anguilla	5p-11p	\$3.01	\$2.20
Antarctica/Scott	5p-11p	\$4.62	\$4.03
Antigua	4p-10p	\$2.79	\$2.15
Argentina	8a-6p	\$3.86	\$2.64
Armenia	1p-2a	\$6.06	\$4.38
Aruba	4p-10p	\$2.64	\$1.98
Ascension Island	6a-12n	\$5.06	\$3.55
Australia	2p-8p	\$3.21	\$2.61
Australian External Territories	5p-11p	\$11.56	\$7.61
Austria	5p-11p	\$2.87	\$2.13
Azerbaijan	7a-1p	\$6.04	\$4.38
Bahamas	1p-2a	\$2.34	\$1.95
Bahrain	8a-5p	\$4.09	\$3.01
Bangladesh	8a-3p	\$7.48	\$5.09
Barbados	6a-6p	\$2.81	\$2.15
Belarus	4p-10p	\$6.14	\$4.38
Belgium	1p-2a	\$2.95	\$2.02
Belize	7a-1p	\$3.36	\$2.40
Benin	5p-11p	\$3.80	\$2.88
Bermuda	6a-12n	\$2.61	\$2.13
Bhutan	8a-5p	\$8.54	\$7.60
Bolivia	6a-6p	\$3.60	\$2.82
Bosnia-Herzegovina	4p-12m	\$3.37	\$2.53
Botswana	1p-12m	\$3.54	\$2.68
Brazil	6a-12n	\$3.84	\$2.79
British Virgin Islands	8a-6p	\$2.66	\$1.96

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8.3 International Operator Services (continued)

8.3.7 Rates and Charges (continued)

B. Usage Charges – Business and Residential Customers (continued)

Country	Times	Initial Minute and Each Additional Minute	
		Peak	Off Peak
Brunei	8a-5p	\$4.42	\$3.10
Bulgaria	5p-11p	\$3.94	\$2.83
Burkina Faso	1p-2a	\$6.00	\$4.07
Burundi	6a-12n	\$7.47	\$6.25
Cambodia	6a-12n	\$7.74	\$6.24
Cameroon	5p-2a	\$4.09	\$3.17
Canada	6a-12n	\$0.98	\$0.82
Cape Verde Island	8a-6p	\$5.16	\$3.55
Cayman Islands	6a-12n	\$2.68	\$2.07
Central African Republic	8a-5p	\$7.37	\$6.50
Chad Republic	6a-12n	\$8.22	\$7.52
Chile	6a-12n	\$2.82	\$2.20
China	8a-6p	\$5.35	\$4.28
Columbia	4p-12m	\$3.91	\$3.16
Comoros	6a-12n	\$7.87	\$6.90
Congo	6a-12n	\$3.80	\$2.95
Congo Demo	6a-12n	\$6.26	\$4.99
Cook Islands	5p-11p	\$8.95	\$7.87
Costa Rica	5p-11p	\$3.23	\$2.43
Croatia	1p-12m	\$3.36	\$2.52
Cuba/Guantanamo Bay	4p-10p	\$2.92	\$2.92
Cyprus	7a-1p	\$3.45	\$2.56
Czech Republic	7a-1p	\$3.50	\$2.74
Denmark	7a-1p	\$2.83	\$2.00
Diego Garcia	6a-6p	\$6.92	\$5.13
Djibouti	6a-12n	\$5.69	\$3.76
Dominica	4p-10p	\$3.41	\$2.21
Dominican Republic	4p-10p	\$2.81	\$2.34
East Timor	5p-2a	\$4.64	\$3.03
Ecuador	4p-12m	\$3.80	\$3.07
Egypt	1p-2a	\$4.25	\$3.05
El Salvador	5p-11p	\$3.19	\$2.71
Equatorial Guinea	6a-12n	\$7.61	\$6.44
Eritrea	1p-2a	\$4.82	\$3.74
Estonia	1p-2a	\$6.74	\$4.38

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8.3 International Operator Services (continued)

8.3.7 Rates and Charges (continued)

B. Usage Charges – Business and Residential Customers (continued)

Country	Times	Initial Minute and Each Additional Minute	
		Peak	Off Peak
Ethiopia	1p-2a	\$4.20	\$3.84
Faeroe Islands	8a-6p	\$2.79	\$2.21
Falkland Island	7a-1p	\$6.50	\$4.15
Fiji Island	5p-2a	\$5.31	\$3.70
Finland	7a-1p	\$2.95	\$1.90
France	7a-1p	\$2.53	\$1.91
French Antilles	8a-5p	\$2.67	\$1.95
French Guiana	8a-6p	\$3.23	\$2.52
French Polynesia	5p-11p	\$4.86	\$3.66
Gabon	6a-12n	\$4.09	\$2.98
Gambia	6a-12n	\$3.82	\$2.94
Georgia	1p-2a	\$6.12	\$4.38
Germany	7a-1p	\$2.52	\$1.82
Ghana	6a-12n	\$4.21	\$3.04
Gibraltar	7a-1p	\$3.75	\$2.52
Global Satellite	Flat	\$14.25	\$14.25
Greece	7a-1p	\$3.99	\$2.53
Greenland	7a-1p	\$3.42	\$2.65
Grenada	4p-10p	\$2.89	\$2.05
Guadeloupe	8a-5p	\$2.68	\$2.10
Guatemala	5p-11p	\$3.51	\$2.77
Guinea	6a-12n	\$4.82	\$3.23
Guinea-Bissau	6a-12n	\$8.02	\$6.90
Guyana	8a-6p	\$4.14	\$2.89
Haiti	4p-10p	\$3.25	\$2.52
Honduras	5p-11p	\$3.61	\$2.94
Hong Kong	5p-11p	\$3.80	\$2.54
Hungary	7a-1p	\$3.22	\$2.43
Iceland	1p-8p	\$3.30	\$2.30
India	6a-6p	\$5.36	\$4.21
Indonesia	5p-2a	\$4.64	\$3.03
INMARSAT SNAC	Flat	\$14.25	\$14.25
Iran	1p-2a	\$4.66	\$3.42
Iraq	1p-2a	\$5.96	\$4.11
Ireland	7a-1p	\$2.61	\$1.85

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8.3 International Operator Services (continued)

8.3.7 Rates and Charges (continued)

B. Usage Charges – Business and Residential Customers (continued)

Country	Times	Initial Minute and Each Additional Minute	
		Peak	Off Peak
Israel	8a-5p	\$3.75	\$2.90
Italy	7a-1p	\$2.90	\$2.20
Ivory Coast	6a-12n	\$4.83	\$3.62
Jamaica	4p-10p	\$2.98	\$2.28
Japan	2p-8a	\$3.31	\$2.38
Jordan	8a-5p	\$3.89	\$2.77
Kazakhstan	1p-2a	\$5.96	\$4.38
Kenya	7a-5p	\$4.13	\$3.14
Kiribati	5p-11p	\$6.92	\$4.83
Korea, D.P.R (North)	2p-8p	\$9.90	\$9.04
Korea, Republic of (South)	2p-8p	\$3.45	\$2.51
Kosovo	7a-1p	\$2.50	\$1.94
Kuwait	7a-5p	\$3.62	\$2.29
Kyrgyzstan	1p-2a	\$5.89	\$4.38
Laos	6a-6p	\$11.13	\$8.02
Latvia	1p-2a	\$6.08	\$4.38
Lebanon	8a-3p	\$6.57	\$5.20
Lesotho	7a-5p	\$3.77	\$2.89
Liberia	6a-12n	\$3.89	\$2.77
Libya	6a-12n	\$4.09	\$2.98
Liechtenstein	7a-1p	\$2.90	\$1.91
Lithuania	1p-2a	\$6.02	\$4.38
Luxembourg	7a-1p	\$2.87	\$2.05
Macao	5p-2a	\$5.18	\$3.70
Macedonia	1p-12m	\$3.45	\$2.56
Madagascar	6a-12n	\$8.14	\$7.34
Malawi	6a-12n	\$3.47	\$2.65
Malaysia	5p-2a	\$4.48	\$2.79
Maldives	6p-1a	\$6.74	\$4.97
Mali Republic	6a-12n	\$5.31	\$4.03
Malta	7a-1p	\$3.96	\$3.05
Marshall Island	5p-11p	\$4.80	\$3.30
Mauritania	6a-12n	\$5.68	\$4.44
Mauritius	6a-12n	\$6.70	\$4.13
Mayotte Islands	6a-12n	\$6.26	\$5.20

**BUSINESS AND RESIDENTIAL
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SECTION 8 – OPERATOR SERVICES

8.3 International Operator Services (continued)

8.3.7 Rates and Charges (continued)

B. Usage Charges – Business and Residential Customers (continued)

Country	Times	Initial Minute and Each Additional Minute	
		Peak	Off Peak
Mexico Zone 1	7a-7p	\$1.50	\$1.36
Mexico Zone 2	7a-7p	\$1.50	\$1.36
Micronesia	5p-11p	\$4.43	\$3.37
Moldova	1p-2a	\$5.31	\$4.38
Monaco	7a-1p	\$2.50	\$1.94
Mongolia, People's Republic	5p-11p	\$8.69	\$7.79
Montenegro	1p-12m	\$3.64	\$2.67
Montserrat	4p-10p	\$3.21	\$2.13
Morocco	6a-12n	\$3.84	\$3.41
Mozambique	6a-12n	\$6.79	\$5.15
Myanmar	5p-11p	\$11.74	\$9.10
Namibia	6a-12n	\$3.76	\$2.79
Nauru Island	5p-11p	\$7.66	\$5.36
Nepal	6a-6p	\$6.44	\$4.30
Netherlands	8a-5p	\$1.95	\$1.52
Netherlands Antilles	7a-1p	\$2.82	\$1.96
New Caledonia	5p-11p	\$5.21	\$3.25
New Zealand	5p-11p	\$3.62	\$2.52
Nicaragua	5p-11p	\$3.18	\$2.71
Niger	6a-12n	\$5.37	\$3.23
Nigeria	7a-5p	\$3.21	\$2.77
Niue	5p-11p	\$8.02	\$7.47
Norway	7a-1p	\$2.53	\$1.84
Oman	8a-3p	\$4.07	\$3.03
Pakistan	6a-6p	\$7.77	\$4.51
Palau	5p-11p	\$6.96	\$5.51
Palestinian Authority	8a-5p	\$3.75	\$2.90
Panama	5p-11p	\$3.25	\$2.44
Papua New Guinea	5p-11p	\$4.43	\$3.10
Paraguay	8a-6p	\$4.48	\$3.10
Peru	4p-12m	\$3.70	\$2.74
Philippines	5p-2a	\$4.27	\$2.82
Poland	7a-1p	\$2.97	\$2.34
Portugal	1p-8p	\$3.33	\$2.20
Qatar	7a-5p	\$4.21	\$2.97

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SECTION 8 – OPERATOR SERVICES

8.3 International Operator Services (continued)

8.3.7 Rates and Charges (continued)

B. Usage Charges – Business and Residential Customers (continued)

Country	Times	Initial Minute and Each Additional Minute	
		Peak	Off Peak
Reunion Island	6a-12n	\$5.43	\$3.76
Romania	1p-2a	\$4.40	\$3.18
Russia	1p-2a	\$6.14	\$4.38
Rwanda	6a-12n	\$6.03	\$4.20
San Marino	7a-1p	\$3.04	\$2.24
Sao Tome & Principe	6a-12n	\$7.50	\$6.50
Saudi Arabia	7a-5p	\$4.13	\$3.31
Senegal	6a-12n	\$4.60	\$3.60
Serbia	1p-12m	\$3.64	\$2.67
Seychelles	6a-12n	\$7.30	\$5.28
Sierra Leone	6a-12n	\$5.17	\$4.11
Singapore	5p-11p	\$3.62	\$2.40
Slovakia	7a-1p	\$3.27	\$2.66
Slovenia	1p-12m	\$3.55	\$2.61
Solomon Isles	5p-11p	\$6.89	\$5.36
Somalia Republic	5p-11p	\$7.15	\$6.04
South Africa	6a-12n	\$3.23	\$2.34
South Sudan	1p-2a	\$7.28	\$6.61
Spain	7a-1p	\$3.25	\$2.51
Sri Lanka	6a-6p	\$6.69	\$4.51
St. Helena	6a-12n	\$6.97	\$4.15
St. Kitts and Nevis	4p-10p	\$2.98	\$2.24
St. Lucia	4p-10p	\$2.90	\$2.24
St. Maarten	7a-1p	\$2.82	\$1.96
St. Pierre & Miquelon	4p-10p	\$2.56	\$1.80
St. Vincent & the Grenadines	4p-10p	\$2.95	\$2.31
Sudan	1p-2a	\$7.28	\$6.61
Suriname	8a-6p	\$5.10	\$3.76
Swaziland	6a-12n	\$3.84	\$2.77
Sweden	7a-1p	\$2.54	\$1.80
Switzerland	7a-1p	\$2.74	\$1.90
Syria	1p-2a	\$6.17	\$5.28
Taiwan	1p-2a	\$4.09	\$2.62
Tajikistan	5p-11p	\$5.91	\$4.38
Tanzania	1p-2a	\$4.20	\$3.07

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SECTION 8 – OPERATOR SERVICES

8.3 International Operator Services (continued)

8.3.7 Rates and Charges (continued)

B. Usage Charges – Business and Residential Customers (continued)

Country	Times	Initial Minute and Each Additional Minute	
		Peak	Off Peak
Thailand	5p-2a	\$4.38	\$2.62
Togo	6a-12n	\$4.42	\$3.07
Tokelau	Flat	\$14.25	\$14.25
Tonga island	5p-2a	\$5.94	\$4.64
Trinidad & Tobago	4p-10p	\$3.07	\$2.28
Tunisia	6a-12n	\$3.80	\$2.90
Turkey	7a-1p	\$3.76	\$2.74
Turkmenistan	1p-2a	\$5.87	\$4.38
Turks & Caicos Isles	8a-5p	\$2.90	\$2.16
Tuvalu	5p-11p	\$9.41	\$8.17
Uganda	1p-2a	\$4.22	\$3.10
Ukraine	1p-2a	\$6.12	\$4.38
United Arab Emirates	8a-3p	\$3.60	\$2.77
United Kingdom	7a-1p	\$2.38	\$1.72
Uruguay	7a-4p	\$3.49	\$2.50
Uzbekistan	1p-2a	\$6.02	\$4.38
Vanuatu	2p-8p	\$9.28	\$7.30
Vatican City	7a-1p	\$2.90	\$2.20
Venezuela	8a-6p	\$2.64	\$1.91
Vietnam	5p-2a	\$5.36	\$4.21
Wallis/Futuna Isles	2p-8p	\$8.37	\$6.44
Western Samoa	5p-11p	\$6.27	\$4.62
Yemen, Republic of	8a-3p	\$3.80	\$2.95
Yugoslavia (See Serbia)	1p-12m	\$3.64	\$2.67
Zaire (See Congo Demo)	6a-12n	\$6.26	\$4.99
Zambia	6a-12n	\$3.61	\$2.62
Zimbabwe	6a-12n	\$3.66	\$2.67