

**TARIFF DISTRIBUTION**

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PURPOSE: Directory Assistance and Operator Services Exemptions

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### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.8 Operator Assisted Local Calls

##### A3.8.1 Operator Assistance Charges

- A. All types of local exchange service have local calling areas as specified in A3.4 which are the areas that can be called on a flat rate basis (no charge for individual calls), on a local coin call rate basis, on a message rate basis (charges based on the number of calls), or on a measured service basis (charges based on a combination of one or more measured service rating elements).
- B. Local dial call: The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.
- C. The following service charges for operator assisted local calls apply in addition to the local dial rate applicable.
  - 1. Station-to-Station

	<b>Charge Per Call</b>	<b>USOC</b>
(a) (DELETED)		
(b) Operator Services Assisted <sup>1,2</sup>	<b>\$1.00</b>	<b>NA</b>
2. Person-to-Person		
(a) Each <sup>2</sup>	<b>5.00</b>	<b>NA</b>
3. Zero Minus Charge <sup>3</sup>		
(a) Provision of Area Code, Place Name (in what Area Code is a city or exchange), Ring Back (caller wants call back to test whether equipment connected to his line "rings" when outside caller dials his number), Operator Dialing of 800, 888, 877, 866 and 855 numbers on the caller's behalf; each request (one request per call)	<b>1.25</b>	<b>NA</b>

- D. The following Operator Assisted Local Calls are exempt from the service charge:

- 1. Calls to designated Company numbers for official telephone business.
- 2. Emergency calls to recognizable authorized civil agencies.
- 3. Those cases where a Company operator provides assistance to:
  - a. Reestablish a call which has been interrupted after the called number has been reached.
  - b. Reach the called telephone number where facility problems prevent customer dial completion.
  - c. ***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 is valid for a two-year period and must be renewed. 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.***

(C)

(M)

**Note 1:** These charges also apply to Directory Assistance calls.

**Note 2:** Calls dialed 0 - and 0 + from Access Line Service for Payphone Service Providers, excluding SmartLine service, must be alternately billed to an account other than the originating line.

**Note 3:** Applies when customer dials zero and no other digits from a local exchange wireline, requests and receives service as described. This charge is not applied to requests originating from payphones or wireless.

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.8 Operator Assisted Local Calls (M)

##### A3.8.2 Operator Assisted Premium Plan (M)

- A. A premium is defined as a commission applicable to surcharge revenue associated with local operator assisted call requests sent to the Company by the customer. Such premiums may be payable to subscribing customers based on the Company's surcharge revenue generated by said calls. These calls must: (M)
  - 1. originate from a telephone line associated with the customer's account, (M)
  - 2. originated and terminate in the same Basic Local Calling Area, (M)
  - 3. be carried and completed by the Company via Company facilities and (M)
  - 4. be billed by the Company. (M)

In the event the Company billing records used to determine the premiums are destroyed or lost, the Company shall not be liable for payments of premiums on such lost data. (M)

#### A3.9 Verification and Emergency Interrupt Service

##### A3.9.1 General

Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

- A. Verification
  - 1. The Company furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local subscriber line.
  - 2. A subscriber originated request for verification of a local number other than an emergency agency number is a chargeable verification request if a Company operator determines that the line is in use. No charge applies if the line is out of order.
- B. Emergency Interrupt Service
  - 1. The Company furnishes Emergency Interrupt Service when a subscriber who has originated a verification request to a line which has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
  - 2. A subscriber originated request for Emergency Interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt request.

##### A3.9.2 Application of Rates and Charges

- A. No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the Federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- B. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
- C. If the number verified is not in use, or as a result of interrupt the line is cleared, and, at the calling party's request, the operator completes the call, the charges for Operator Assisted Local Calls as defined in A3.8 apply in addition to the applicable verification and emergency interrupt charges.
 

			<b>Nonrecurring</b>		
	(a)	Each request	<b>Charge</b>		<b>USOC</b>
			<b>\$6.45</b>		<b>NA</b>
	(a)	Each request <sup>1</sup>	<b>6.45</b>		<b>NA</b>

**Note 1:** A charge for a Verification Request also applies.

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.12 Directory Assistance Service**

**A3.12.1 General**

The Company furnishes a Directory Assistance Service for the purpose of aiding subscribers in obtaining numbers. When a customer in South Carolina requests assistance in obtaining numbers of subscribers located within the calling customer's local calling area, charges set forth in A3.12.2 apply.

**A3.12.2 Rates and Charges**

- A. Directory Assistance Service - request of a number  
(maximum of three requested numbers per call)

	<b>Rate</b>	<b>USOC</b>
1. Within the Company's local calling area for the originating line		
(a) Per Call	<b>\$2.29</b>	<b>NA</b>
2. Outside the Company's local calling and LATA/NPA serving areas for the originating line <sup>2</sup>		
(a) Per Call <sup>1</sup>	<b>2.29</b>	<b>NA</b>
B. Directory Assistance Service to Payphone Service Providers		
1. For service provided to lines terminating at locations other than those listed in A3.12.2.		
(a) Per Call	<b>.25</b>	<b>NA</b>
2. For service provided to lines terminating at low income housing projects or mobile home parks, within one block of low income housing, non-profit hospitals, nursing homes, elementary or secondary schools, city sidewalks and correctional institutions		
(a) Per Call	<b>.10</b>	<b>NA</b>

- C. *Local Directory Assistance (DA) 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. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of directory service requests, such as requests for numbers outside of the Company's local calling and LATA/NPA serving areas for 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. Local Directory Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory 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. Directory Assistance exemption is a voluntary program of the Company that may be terminated at any time.*

**A3.13 Local Exceptions**

**A3.13.1 Isle of Palms, S. C.**

- A. Goat Island Exchange Service

- 1. Line, trunk, or network access register rates for subscribers on Goat Island, a part of the Isle of Palms Exchange, will consist of the appropriate Isle of Palms rate plus a locality rate. Suspension of service is not permitted.

	<b>Monthly Rate</b>	<b>Nonrecurring Charge</b>	<b>USOC</b>
(a) Locality Rate - Residence	<b>\$5.00</b>	-	<b>1LRAA</b>
(b) Locality Rate - Business	<b>5.00</b>	-	<b>1LBAA</b>
2. Normal service charges are applicable plus a travel charge.			
(a) Per trip to and from Island	-	<b>\$25.00</b>	<b>NA</b>

**Note 1:** Rate changes effective September 1, 2010, to be reflected on bills during normal billing cycles beginning October 1, 2010.

**Note 2:** No allowances, exemptions or exceptions apply. This service is available where technically feasible. (N)

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## A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

### A18.1 Application

- A. This Guidebook applies to long distance message telecommunications service furnished or made available by the Company and its connecting companies, between two or more points which are located in the same Local Access and Transport Area (LATA) within the State of South Carolina where the respective rate centers of such points also are located in said State.

### A18.2 General

- A. Long distance message telecommunications service is that of furnishing facilities for communications between stations in different rate centers for either two-point or conference service.
- B. Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in A18.5. following.

### A18.3 Two-Point Service

#### A18.3.1 Service Between Land Wire Telephones

##### A. Classes Of Service

Service is offered on a Dial Station-to-Station, Operator Station-to-Station, or Person-to-Person basis. Charges for messages within these classes of service are based upon the day of the week and the time of the day when the connection is established.

1. Dial Station-to-Station
  - a. Dial Station-to-Station rates apply only to sent-paid, station-to-station dial type telephone communication.
  - b. Dial type telephone communication denotes a call dialed and completed by the customer without the assistance of an operator and the call is not billed to a number other than the originating number. The services of an operator will not be used in connection with completing a call, or in furnishing any information or assistance relating to billing or charges for such call, except that an operator will:
    - (1) Re-establish a call which has been interrupted after the called number has been reached or,
    - (2) Reach the called telephone number where facilities are not available for customer dial completion.
    - (3) Record the originating telephone number where no automatic recording equipment is available.
    - (4) Place a call for a calling party who identifies himself/herself as unable to dial the call due to **a** disability. (T)
  - c. Dial Station-to-Station rates do not apply on calls placed from a pay telephone.
2. Operator Station-to-Station and Person-to-Person
  - a. Operator Station-to-Station rates apply to station-to-station telephone communication where the completion of the call or a request for any information or assistance relating to billing or charges for such call requires the assistance of an operator, except for operator services used in connection with dial type telephone communication as noted above. Operator Station-to-Station calls include station-to-station calls placed from a pay telephone.

**A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

**A18.3 Two-Point Service (Cont'd)**

**A18.3.1 Service Between Land Wire Telephones (Cont'd)**

**H. Rates and Charges (Cont'd)**

2. Billing and Operator Surcharges

a. The following charges are in addition to the Basic Rate Table preceding when the call is placed using the following classes of service.

(1) Station-to-Station

	<b>Charge Per Call</b>	<b>USOC</b>
(a) (DELETED)		
(b) Operator Assisted <sup>1,2</sup>	<b>\$1.00</b>	<b>NA</b>
(2) Person-to-Person		
(a) Each <sup>2</sup>	<b>5.00</b>	<b>NA</b>

b. The following operator assisted long distance calls are exempt from the surcharges in a. preceding:

(1) A call placed by a customer dialing 0- and identifying himself/herself as being unable to place the call due to a disability. (T)

3. Discounts and Applicable Rate Periods

a. Discounts apply equally to all classes of service with total fractional amounts rounded down to the lower cent. Discounts do not apply to surcharges shown in 2. preceding.

(1) Residence

	<b>Applicable Discounts</b>						
	<b>Mon.</b>	<b>Tues.</b>	<b>Wed.</b>	<b>Thur.</b>	<b>Fri.</b>	<b>Sat.</b>	<b>Sun.</b>
7:00 AM	Full	Full	Full	Full	Full	Full	Full
to 6:00 PM <sup>3</sup>	Rate	Rate	Rate	Rate	Rate	Rate	Rate
6:00 PM	Full	Full	Full	Full	Full	Full	Full
to 7:00 AM <sup>3</sup>	Rate	Rate	Rate	Rate	Rate	Rate	Rate

Day rate period = Peak period = full rate

Off-Peak period = full rate

**Note 1:** These charges also apply to Directory Assistance calls.

**Note 2:** Calls dialed 0 - and 0 + from Access Line Service for Payphone Service Provider Telephones, excluding SmartLine service, must be alternately billed to an account other than the originating line.

**Note 3:** To, but not including.

**A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

**A18.5 Airline Mileage Between Rate Centers (Cont'd)**

**A18.5.3 List of Rate Centers (Cont'd)**

Rate Center	LATA	V	H
Williamston	Greenville	6923	1880
Williston	Columbia	7052	1581
Winnsboro	Columbia	6836	1639
Woodruff	Greenville	6859	1825
Yemassee	Charleston	7128	1411
York	Charlotte, North Carolina	6738	1733

**A18.6 Reserved for Future Use**

**A18.7 Directory Assistance Service**

**A18.7.1 General**

The Company furnishes directory assistance for the purpose of aiding subscribers in obtaining telephone numbers.

When a customer in South Carolina requests assistance in obtaining telephone numbers of subscribers located outside the calling customer's local calling area and within the calling customer's Numbering Plan Area, charges set forth in A18.7.2 apply.

**A18.7.2 Rates and Charges**

**A. Directory Assistance Service - request of a telephone number**

(maximum of three requests per call)

1. Outside the Company's local calling area but within the Company's LATA/NPA serving area for the originating line

(a) Per Call	<b>Rate</b>	<b>USOC</b>
	<b>\$2.29</b>	<b>NA</b>

2. Outside the Company's local calling and LATA/NPA serving areas for the originating line<sup>1</sup>

(a) Per Call	<b>2.29</b>	<b>NA</b>
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**B. Directory Assistance Service to Payphone Service Providers**

1. For service provided to lines terminating at locations other than those listed in A18.7.2.B.2, following

(a) Per Call	<b>.30</b>	<b>NA</b>
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2. For service provided to lines terminating at low income housing projects or mobile home parks, within one block of low income housing, non-profit hospitals, nursing homes, elementary or secondary schools, city sidewalks and correctional institutions

(a) Per Call	<b>.10</b>	<b>NA</b>
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- C. Local Directory Assistance (DA) 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. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of directory service requests, such as requests for numbers outside of the Company's local calling and LATA/NPA serving areas for 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. Local Directory Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory 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. Directory Assistance exemption is a voluntary program of the Company that may be terminated at any time.**

**Note 1:** No allowances, exemptions or exceptions apply. This service is available where technically feasible.

(C)

(C)

(N)