

TARIFF DISTRIBUTION

FILE PACKAGE NO.: TN-14-0054

DATE: July 31, 2014

STATE: TENNESSEE

EFFECTIVE DATE: 07/31/2014

TYPE OF DISTRIBUTION: Approved

PURPOSE: Decrease Operator Surcharges.

<u>TARIFF SECTION</u>	<u>PAGE NUMBER</u>	<u>PAGE REVISION</u>
G003	55	0002
G018	3	0002

A3. BASIC LOCAL EXCHANGE SERVICE

A3.14 Operator Assisted Local Calls And Local Calling Card Service Calls

This service is a Flex-Price service and is regulated under terms and conditions as described in A2.3.26. (T)

A3.14.1 General

- A. When the caller requests operator assistance, and the call is completed within the local calling area, a service charge will be applied except as specified in A3.14.2.A.

A3.14.2 Application Of Charges

- A. The appropriate service charge for local operator assistance, as specified in A3.14.3, will be applied to each completed call except
 - 1. For calls to the Company for official business; (T)
 - 2. For emergency calls to agency type numbers, such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations, and to any emergency medical number; (T)
 - 3. When the caller identifies himself as being handicapped and unable to place the call due to his handicap; or
 - 4. When the caller advises he has had service trouble in reaching the terminating number
- B. The call may be billed to the originating individual line, local calling card number, third number, collect, or any other special Company-approved identification number.

A3.14.3 Service Charges

- A. A service charge will be applied for each "completed" local operator assistance call as follows:

	Charge	USOC	
1. Station-to-Station			
(a) Dial Calling Card	\$1.25	NA	
(b) Operator	1.25	NA	(R)
2. Person-to-Person			
(a) Each	5.00	NA	
B. The charge specified in <i>paragraph 1 below</i> , for Inmate Coin Service, will apply only to inmate calls. These calls are to be restricted to outgoing, collect, coinless generated calls made from Penal Institutions. The service charge will be applied for each "completed" local operator assistance call as follows:			(T)
1. Station-to-Station			
(a) Operator (collect only)	.50	NA	

A3.15 Local Operator Verification/Interruption Service

A3.15.1 General

Verification Service provides operator assistance in determining if a called line is in use. Interruption Service provides for operator interruption of a conversation in progress on a called line. The customer may request these services for a charge, where facilities are available, by calling the "O" Operator.

A3.15.2 Application Of Charges

- A. The charges specified in A3.15.3 will apply to all requests except: (T)
 - 1. Emergency requests from official emergency agencies when the request is received on an agency line from agency personnel.
 - 2. Emergency requests in which the caller identifies that the request is to
 - a. an official public emergency agency,
 - b. an emergency medical number, or
 - c. privately endowed and operated suicide, drug, alcohol, or runaway crisis reporting center.
 - 3. Requests in which the operator encounters a trouble condition or has reason to believe a trouble condition exists.
 - 4. Requests from railroad companies where loss of property, including loss of employee wages, is involved. For the interruption charge to be waived, a listing of numbers from which the interruptions originate must be on file with the Company prior to the call interruption. (T)
- B. Verification: A charge applies each time the operator verifies a called line and hears voice communication.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

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

A18.3.1 Service Between Land Wire Stations - Residence (Cont'd)

B. Rates And Charges (Cont'd)

3. Rate Periods and Rate Discounts (Cont'd)

c. No discount applies for a message which is established in the Day rate period.

d. When a message spans more than one rate period, the rate in effect at the time the connection is established applies.

4. Service Charges

a. For any message in the call classes listed following, add the Service Charge shown following to the total Basic Rate Schedule charge. Discounts do not apply to the Service Charges.

	Charge	USOC	
(1) Station-to-Station			
(a) Dial Calling Card	\$ 1.25	NA	(R)
(b) Operator	1.25	NA	
(2) Person-to-Person			
(a) Each	5.00	NA	
b. The charge specified in <i>paragraph</i> (1) <i>below</i> , for Inmate Coin Service, will apply only to inmate calls. These calls are to be restricted to outgoing, collect, coinless generated calls made from Penal Institutions. The service charge will be applied for each "completed" toll operator assistance call as follows:			(T)
(1) Station-to-Station			
(a) Operator (collect only)	.50	NA	

C. Timing Of Messages

1. First minute rates given in the rate schedule in A18.3.1.B.2. are for connections of one minute or any fraction thereof. All additional minute rates given in the rate schedule in A18.3.1.B.2 are for each additional minute of any fraction thereof that the connection continues beyond the first minute.
2. The time when the connection is established determines the applicable rate period. The time observed at the rate center of the calling station applies, whether the call is originated as sent-paid or collect.
3. On all Station-to-Station calls, chargeable time begins when connection is established between the calling telephone and the called telephone, Miscellaneous Common Carrier mobile radio system or PBX system.
4. On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.
5. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
6. Chargeable time does not include time lost because of faults or defects in the service.