

**LOCAL OPERATOR ASSISTANCE SERVICE**

**A. General**

1. Local Operator Assistance for purposes of this guidebook is the assistance given by the Company provided operator upon customer request to complete a local call. (C)  
(D)  
(D)
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.
3. Local operator assistance charges will not apply where a Company provided operator is requested to establish:
  - a. Local calls from manual Mobile stations.
  - b. Station-to-station (sent paid) calls which due to trouble on the network cannot be completed without assistance.

**B. Reserved**

(C)

(D)

(D)

**LOCAL OPERATOR ASSISTANCE SERVICE (cont'd)**

**C. Reserved**

(C)

(D)

(D)

**LOCAL OPERATOR ASSISTANCE SERVICE (cont'd)**

**D. Operator Station-to-Station** (C)

1. Regulations

a. The Company furnishes local operator assistance whereby customers may request assistance in dialing a local number. (C)  
(D)

b. Local operator assistance service charges are applicable to the following call type(s) when the customer requests operator assistance in completing the call: (C)

*Station-to-Station*

Definitions for Operator Assistance Services call types can be found in Part 9, Section 1.

(D)  
(D)

c. The rates set forth in D.2 following apply to local operator assistance requests originating for all classes and grades of service except pay telephones. The service charges for calls placed from pay telephones can be found in the General Exchange Tariff, Section 36, *Pay Telephone Exchange Access Service*.

2. Rates

<u>Description</u>	<u>Rate Per Occurrence</u>
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Station-to-Station Service

(D)  
|  
(D)

*Sent Paid*

Non-Automated	3.95
Semi-Automated	3.95

**LOCAL OPERATOR ASSISTANCE SERVICE (cont'd)**

(D)

(D)

(D)

**INTERCEPT REFERRAL SERVICES**

**A. General**

Intercept Referral Service is a service used when a customer disconnects service 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)  
(D)

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

**B. Description of Service**

1. Basic Intercept Referral Service

This service will be provided by 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)  
(D)  
(D)

Basic Intercept Referral Service is provided free of charge to residential customers for a minimum of thirty days where facilities exist and the threat of telephone number exhaustion is not imminent.

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 for a minimum of thirty days or the contract billing period for listings, 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 contract billing period but no earlier than 30 days after the disconnection of the business telephone number. A charge will apply on all other DID, Centrex, Plexar II and Plexar Custom numbers (see paragraph C.).

2. Reserved

(C)  
(D)

(D)

**INTERCEPT REFERRAL SERVICES (cont'd)**

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

1. Direct Inward Dial (DID), Centrex, Plexar II and Plexar Custom customers have two referral configurations available:

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

(D)  
(D)

**INTERCEPT REFERRAL SERVICES (cont'd)**

**D. Rates and Charges**

If the period of service requested by the customer is ...

<u>Service</u>	<u>Up to 90 days</u>	<u>91-180 days</u>	<u>181-365 days</u>
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(D)

(D)

DID, Centrex, Plexar II and Plexar Custom<sup>/1/</sup>

(C)

*Basic Intercept Referral Service*

Each number referred individually  
(per telephone number)

20.00

40.00

60.00

Block of sequential numbers referred  
to one message (per block)

110.00

220.00

330.00

(D)

(D)

Service order charges are not applicable, see Part 3, Section 1, paragraph B.2.a.13.

/1/ For the primary listed telephone number for DID, Centrex, Plexar II and Plexar Custom Services,  
See B.1.

(C)

(C)

**AT&T TEXAS GUIDEBOOK**

PART 11 - Operator Services  
SECTION 1 - Operator Service Charges

2nd Revised Sheet 8  
Replacing 1st Revised Sheet 8

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(D)

**AT&T TEXAS GUIDEBOOK**

PART 11 - Operator Services  
SECTION 1 - Operator Service Charges

1st Revised Sheet 9  
Replacing Original Sheet 9

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(D)