

President - Texas
AT&T Texas
Dallas, Texas
Issued: June 13, 2016
Effective: July 28, 2016

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BILLING AND COLLECTIONS SERVICES

8.1 Billing Service

(C)

At the request of a customer, the Company with reasonable notice and reasonable effort will provide Billing Services for:

- Charges for the transport of Message Toll Service (MTS) which consists of the following messages only:
 - one-plus direct dialed (PIC and dial around) long distance toll calls (DDD) including international toll calls;
 - appropriately validated operator handled long distance toll calls for -calling card calls;
 - directory assistance calls; and
 - appropriately validated direct dialed long distance toll calls billed through a calling card

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(D)

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OPERATOR SERVICES

17.1 General

Operator Service is provided to customers from SWBT Operator Service System (OSS) Tandem locations. Operator Call Processing, an Operator Service, provides the ability to perform call processing activities for customers through the use of the SWBT operators. Operator Call Process Service is deployed at all SWBT end offices in a Local Access and Transport area (LATA). The OSS Tandem locations are provided in Volume 4 of the Southwestern Bell Interexchange Customer Information Handbook.

Operator Call Processing Service is provided in two service categories; Operator Transfer and the individual Inward Assistance functions (Operator Assistance). These services provide for the use of the SWBT (D) OSS equipment and operators associated directly with providing the specific Operator Call Processing activity.

Operator Call Processing is provided in conjunction with the rules, regulations and services of the specified Access Services found in Section 2 (General Regulations), Section 3 (Carrier Common Line Access Service), Section 5 (Ordering for Access Service) and Section 6 (Switched Access Service).

OPERATOR SERVICES

17.2 Service Descriptions (Cont'd)

17.2.2 Inward Assistance Service Description

Inward Assistance Service provides operator on inward calls received from participating customers. Inward Assistance is provided when a participating customer's operator contacts a SWBT OSS operator requesting dialing and/or routing assistance. Inward Assistance functions will be performed for only one telephone number per inward call received. The Inward Assistance available are detailed as follow:

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(D)

(C) **Operator Assistance** - The OSS operator will provide the customer with dialing or routing assistance such as identifying a city when given only a NPA-NXX or verifying that a specific number is a coin station.

(D)

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(D)

OPERATOR SERVICES

17.5 Rate Regulations (Cont'd)

17.5.2 Inward Assistance

The rates shown following apply to Inward Assistance service.

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- (A) The Inward Assistance function rate category provides for the use of SWBT OSS equipment and operators associated with providing operator assistance on inward calls received from participating access customers. (D)
(D)

In addition to including all operator work time and equipment necessary to perform the requested operator function, these rates also include the recurring traffic sensitive usage costs associated with premium Switched Access Service.

Inward Assistance service rates are specific to the operator function performed and are applied per OSS operator attempt. The specific rates for Inward Assistance service follow:

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- (1) Operator Assistance - applicable per Operator Assistance attempt. (D)
(C)
- (B) Nonrecurring Switched Access charges are applicable as specified in 6.8 (Rate Regulations) and 6.9 (Rates and Charges).
- (C) Recurring Switched Access rates including CCL and ICAC charges are not applicable for Inward Assistance.

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OPERATOR SERVICES

17.6 Rates and Charges

The following rates are shown with the applicable USOC, where appropriate.

	<u>Rate per Call</u> <u>Transferred</u>	
(A) <u>Operator Transfer</u> (ZZUOP) {1}	\$ 0.30	
(B) <u>Inward Assistance</u>	<u>Per Attempt</u>	
(1) Operator Assistance (ZZUOH)	0.22	(D) (D) (C)

{1} In addition, Switched Access charges are applicable as detailed in 17.5.1 (Operator Transfer).

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COIN SERVICES

21.3 Service Provisioning (Cont'd)

21.3.3 Testing

SWBT will perform normal acceptance testing for Coin Services as set forth in 6.7.9 (Testing). In addition, SWBT will perform testing for coin control and operator functionality features (i.e., coin collect, coin return, 1+ person-to-person). (D)

SWBT will provide optional testing, at the request of the customer, as set forth in 13.3.6 (Testing Services for Switched Access Service).

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LINE INFORMATION DATA BASE (LIDB) VALIDATION SERVICE

23.2 Service Description

LIDB Validation Service is provided by SWBT to its customers in support of alternate billing services. LIDB Validation Service provides access to billing validation data which resides in SWBT's data base for use with alternate billing services. Alternate billing services allow customers' end users the ability to bill calls to an account not necessarily associated with the originating line.

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Customers participating in LIDB Validation Service, for purposes of obtaining billing validation data that resides in SWBT's data base, originate queries to the LIDB from an Operator Services System (OSS) identified by an originating point code (OPC). The LIDB query is routed through one of two Telephone Company interconnecting STPs, as designated by SWBT to Regional SCP where the LIDB resides. The requested billing validation data, in the form of signaling information, is passed back via either one of the two SWBT interconnecting STPs to the customer's designated OSS where the LIDB query was originated. The STPs locations are provided in the National Exchange Carriers Association, Inc. Tariff F.C.C. No. 4.

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LINE INFORMATION DATA BASE (LIDB) VALIDATION SERVICE

21.2 Service Description (Cont'd)

SWBT LIDB will receive and respond to all Billed Number Screening queries, including SWBT's queries, as defined in Bellcore publications TR-NWT-000246, FR-NWT-000271, TR-TSV-000905, TR-NWT-000954 and the Telephone Company publication TP 76638. These procedures will be applied uniformly to all users of SWBT's LIDB Validation Service.

LIDB Validation Service will provide the following functions on a per query basis:

- Determination of billed line as a public or nonworking telephone number.

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