

### **3. DESCRIPTION OF SERVICE**

#### **3.1 MESSAGE TELECOMMUNICATION SERVICE**

##### **3.1.1 APPLICATION**

- A. Message Telecommunication Service (MTS) applies to all toll calls made between two or more rate centers and furnished or made available by the Company over facilities within the state.
- B. MTS provides telecommunication beyond the local service area. MTS charges cover the service furnished between the calling and called stations.

##### **3.1.2 TERMS AND CONDITIONS**

###### A. Scope

- 1. MTS is that of furnishing facilities for telecommunication between station lines in different local service areas in accordance with the terms, conditions, and rates specified in this Tariff.
- 2. The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.

###### B. Use

- 1. Use of Service

The service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that such use shall be subject to the provisions of this Tariff.

### **3. DESCRIPTION OF SERVICE**

#### **3.1 MESSAGE TELECOMMUNICATION SERVICE**

##### **3.1.2 TERMS AND CONDITIONS**

###### **B. Use (Cont'd)**

###### **2. Abuse and Fraudulent Use**

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- (a) The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service;
- (b) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain MTS, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charges for such service;
- (c) The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
- (d) The use of profane or obscene language;
- (e) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

###### **3. Unlawful Purposes**

The service is furnished subject to the conditions that it will not be used for an unlawful purpose. Service will be discontinued, upon five days written notice, if any law enforcement agency acting within its jurisdiction, advises that such service is being used or will be used in violation of law. If the Company receives other evidence giving reasonable cause to believe that such service is being or will be so used, it will deny the service or refer the matter to the appropriate law enforcement agency.

4. For nonpayment of any sum due the Company, or for abuse or fraudulent use of the service, the Company may either suspend, terminate without suspension, or refuse service without incurring any liability.

**3. DESCRIPTION OF SERVICE**

**3.2 MTS SERVICE OFFERINGS**

**3.2.1 CLASS OF CALLS**

Charges apply according to the class of call the calling person selects as defined below.

A. Dial Station (T)

Applies when the calling person dials the desired telephone number without the assistance of a Company operator and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment.

B. The Dial Station class also applies when the operator: (T)

- Records the calling telephone number for areas without automatic recording equipment.
- Reaches the called telephone number because of trouble on the network or because dial completion is not available.
- Places a call for a calling party who is identified as being disabled and is unable to dial the call because of that disability.
- Reestablishes a dialed call when there is a service fault that interrupts a call after the called person has been reached.

**3. DESCRIPTION OF SERVICE**

**3.2 MTS SERVICE OFFERINGS**

**3.2.1 CLASS OF CALLS (CONT'D)**

- C. Operator-Assisted Person-to-Person (D)  
(T)

Applies when a calling station names the particular party to be reached by an operator. Person-to-Person also applies when the calling party cannot speak to the intended person or station but agrees to speak to someone else or requests an operator to make arrangements with a person to receive a call at a specified time.

- D. Collect Calls (T)

Charges for Person-to-Person and Operator-Assisted Station-to-Station telephone calls may be billed against or collected from the called line (i.e., charges may be reversed), if the charges are accepted by the called party. This collect call may be billed to a calling card or third party number, unless restricted from accepting this call type.

- E. Third Party (T)

Denotes a billing arrangement by which a call may be charged to an authorized customer line, as determined by the Company, other than the line originating the call or the line where the call is terminated.

- F. Operator assisted charges will apply when a customer requests a time and charges quote for a toll call. (T)

**3. DESCRIPTION OF SERVICE**

**3.2 MTS SERVICE OFFERINGS (CONT'D)**

**3.2.2 TIMING OF CALLS**

- A. On Dial Station and Operator-Handled Station calls, the timing of a call begins when the called party picks up the receiver, (i.e. when 2-way communication, often referred to as “conversational time” is possible). When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. When software answer supervision is employed, up to 60 seconds of ringing is allowed before it is billed as usage of the network.
- B. On Person-to-Person calls, the timing of a call begins when the calling person is connected to a specified person, station or an agreed upon alternate.
- C. Chargeable time ends when the connection is terminated at any point.
- D. The timing of a call does not include time lost because of service faults or defects that are reported to the Company. No charge applies for incomplete calls where a connection is not made.
- E. The chargeable time for Residence long distance services is determined by the duration of the call, billed in whole minute intervals. Partial minutes of use will be rounded up to the next whole minute. (T)
- F. The chargeable time for Broadband Business calls is determined by the duration of the call, billed in whole minute intervals`. Broadband Business calls have a 30-second per call minimum time requirement. (T)

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**3.2 MTS SERVICE OFFERINGS (Cont'd)**

**3.2.3 DETERMINATION OF AIRLINE MILEAGE**

- A. Rates for Message Telecommunications Service are not distance sensitive.

**3.2.4 MINIMUM CALL COMPLETION RATE**

- A. A customer can expect a call completion rate (number of calls completed / number of calls attempted) of not less than 90% during peak use periods for all Feature Group D services ("1+" dialing).

**3.2.5 DETERMINATION OF CHARGES**

- A. The charges for MTS calls are determined by the:
- Class of call
  - Duration of call
- B. The total amount of the call will be rounded to the nearest cent if the computed rate of the call results in a fractional charge.