
8 – MISCELLANEOUS SERVICES

8.1 OPERATOR SERVICES

8.1.1 DESCRIPTION

Operator Handled Calling Services are provided to Customers and Users of Company-provided Exchange Access Services. Calls may be completed or billed with live or mechanical assistance by the Company's operator center. A service charge applies to any call involving an operator unless specifically excluded in this tariff.

(N)
|
(N)

8.1.2 DEFINITIONS

- A. Person-to-Person: Calls completed with the assistance of a Company operator to a particular person, station, department, or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station, or a designated third-party station. Calls may be dialed with or without the assistance of a Company operator.
- B. Station-to-Station: Refers to calls, other than Person-to-Person calls, placed on a Sent Paid, Collect, or Billed to Third Number basis. Such calls will be billed to the originating line, the terminating line, or a third line, respectively. Calls may be dialed with or without the assistance of a Company operator. Collect calls to coin telephones and transfers of charges to third telephones that are coin telephones will not be accepted.
- C. Operator Dialed Charge: The end user places the call without dialing the destination number, even though the end user has the capability to do so. The end user will dial "0" for local calls and "00" for long distance calls, and will then request the operator to dial the called station.
- D. Billed to Commercial Credit Card or Non-Proprietary Calling Card: Refers to calls that are dialed by the Customer in accordance with standard dialing instructions and billed to the Customer's commercial credit card or a non-proprietary calling card issued by another carrier.

8 – MISCELLANEOUS SERVICES

8.1 OPERATOR SERVICES (CONT'D)

8.1.3 RATES

- A. Calls may be placed on an Operator Assisted basis. (D)
(D)

For Operator Assisted calls to Busy Line Verification and Interrupt, or Directory Assistance, the service charges specified in Section 8.2.3 and Section 8.3.2 will apply in addition to any applicable Operator charges.

1. Usage Rates (C)

	LOCAL	INTRALATA	INTERLATA	(N)
Per Minute	\$0.00	\$0.60	\$0.89	

2. Service Charges (N)
(D)

	PER CALL	(N) (D)
Person-to-Person	\$1.50	
Station-to-Station (Customer Dialed)		(C)
- Sent Paid	0.75	(N)
- Collect	0.75	
- Billed to Third Number	0.75	(N)
Operator Dialed Charge (applies in addition to other operator charges)	1.55	
Billed to a Commercial Credit Card or a Non-Proprietary Calling Card (additional surcharge)	0.60	(C)

8.2 BUSY LINE VERIFY AND INTERRUPT SERVICE

8.2.1 DESCRIPTION

- A. Upon request of a calling party, the Company will verify a busy condition on a called line.
1. The operator will determine if the line is clear or in use and report to the calling party.
 2. The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

8 – MISCELLANEOUS SERVICES

8.2 BUSY LINE VERIFY AND INTERRUPT SERVICE (CONT'D)

8.2.2 REGULATIONS

A. A charge will apply when:

1. The operator verifies that the line is busy with a call in progress.
2. The operator verifies that the line is available for incoming calls.
3. The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

B. No charge will apply:

1. When the calling party advises that the call is to or from an official public emergency agency.
2. Under conditions other than those specified in 8.2.2.A, preceding.
3. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.
4. The Company shall not be liable for claims that may arise from either party to the interrupted call or any person.

8.2.3 RATES

	PER REQUEST
Busy Line Verify Service	\$ 0.75
Busy Line Verify and Busy Line Interrupt Service	1.55

8 – MISCELLANEOUS SERVICES

8.3 DIRECTORY ASSISTANCE

8.3.1 DESCRIPTION

Customers and Users of the Company's calling services may obtain directory assistance in determining telephone numbers within Maryland by calling the Directory Assistance operator. Calls may be completed or billed with live or mechanical assistance by the Company's operator center.

(N)
(N)

8.3.2 AVAILABILITY

- A. Customers dialing 411, 555-1212, or IntraLATA NPA-555-1212 will access Directory Assistance Service as provided in this section. Customers presubscribed to the Company for InterLata service who dial InterLATA NPA-555-1212 will also access Directory Assistance Service as provided in this section. Customers not presubscribed to the Company for InterLATA service who dial InterLATA NPA-555-1212 or another carrier's Directory Assistance access number, will not access Directory Assistance Service as provided in this section.

8.3.3 RATES

- A. Directory Assistance charges apply for all requests for which the Company's facilities are used after the use by the Customer of "free" calls to Directory Assistance required by the rules of the Public Service Commission. Residential Customers receive four (4) free Directory Assistance calls per month with three requests per call. Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers. Charges will not be levied for Directory Assistance on an individual who suffers from a physical or visual disability that precludes the use of a telephone directory.

(R)

	LOCAL	
Per Number Requested		
- Customer dialed - Residential	\$ 0.50	(I)
- Customer dialed - Business	\$ 0.45	

8 – MISCELLANEOUS SERVICES

8.3 DIRECTORY ASSISTANCE

8.3.3 RATES (CONT'D)

- B. A credit will be given for calls to Directory Assistance when:
1. the Customer experiences poor transmission or is cut-off during the call,
 2. the Customer is given an incorrect telephone number, or
 3. the Customer inadvertently misdials an incorrect Directory Assistance NPA.
- C. To receive a credit, the Customer must notify the Company Business Office of the problem experienced.
- D. No Charge Will Apply for Customers with a Physical or Visual Handicap

A Customer with a physical or visual handicap that precludes the use of a telephone company directory shall not be charged for calls to Directory Assistance if the Customer presents satisfactory proof of such physical or visual handicap. To obtain such exemption, the Customer shall provide the name, address, telephone number and nature of the limitation for each individual requiring the exemption. Information contained on the exemption record shall be treated as confidential by the Company. The Customer shall notify the Company when the need for an exemption no longer exists.

(N)

(N)

8 – MISCELLANEOUS SERVICES

8.4 DIRECTORY ASSISTANCE CALL COMPLETION

8.4.1 DESCRIPTION

- A. Directory Assistance Call Completion Service provides a customer calling Directory Assistance with the option of having the call completed to the requested number. A service message will inform the customer that he may be connected to the requested number automatically for an additional charge.

8.4.2 REGULATIONS

- A. Directory Assistance Call Completion Service is furnished only where facilities are available. Directory Assistance charges apply in addition to a Directory Assistance Call Completion Service Charge and Usage Charges.
- B. When a caller requests more than one number from Directory Assistance, Directory Assistance Call Completion Service is offered only for the last number requested.
- C. The Directory Assistance Call Completion Service Charge applies only to calls actually completed. The Directory Assistance Call Completion Service Charge will be credited for completion of calls to the wrong number (if an incorrect number was provided by the company), incomplete connections or calls with unsatisfactory transmission.
- D. Usage charges also apply to IntraLATA and InterLATA calls completed through Directory Assistance Call Completion. The usage charge applies per minute of use, or fraction thereof. Customers are responsible for such charges.
- E. The Directory Assistance Call Completion Service Charge does not apply to persons who have requested exemption from the Directory Assistance Service Charge as described in Section 8.3.3.D, preceding. (N)
|
(N)

8.4.3 RATES

	PER COMPLETION
Service Charge	\$0.30
Usage Rate, per minute, for IntraLATA and InterLATA calls	0.12

8 – MISCELLANEOUS SERVICES

8.5 SERVICE IMPLEMENTATION AND INSTALLATION

8.5.1 DESCRIPTION

- A. Absent a promotional offering, service implementation and installation charges will apply to new service orders or to orders to change existing service. These charges do not apply during initial establishment of service to which rates in Section 5.5 apply.
- B. This charge does not apply to a new single-line residence or business Customer who notifies the Company within 20 days of receipt of the first bill that certain services or equipment are not desired. The Customer shall be responsible for all monthly usage and installation charges incurred for the use of such service and equipment prior to disconnection by the Company.

8.5.2 RATES

	NON-RECURRING
Per Service Order	
– Residential	\$ 10.00
– Business	15.00

8.6 RESTORATION OF SERVICE

8.6.1 DESCRIPTION

- A. A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities suspended is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

8.6.2 RATES

	NON-RECURRING
Per Occasion	
– Residential	\$ 8.00
– Business	12.00

8 – MISCELLANEOUS SERVICES

8.7 INTRA-LATA TOLL DIALING PARITY

8.7.1 METHODOLOGY

The Company will implement intraLATA presubscription using the full 2 preferred interexchange carrier ("PIC") methodology. This methodology allows a Customer to presubscribe to a telecommunications carrier for interLATA toll calls and to presubscribe to another telecommunications carrier for intraLATA toll calls.

8.7.2 SCHEDULE AND ORDER PROCESSING INTERVALS

The Company will implement the 2 PIC methodology on July 16, 1999. The Company will begin processing orders for intraLATA presubscription at 12:01 A.M. on July 16, 1999. The processing interval will be five business days from the receipt of the order/file during the first four (4) weeks following implementation. After the initial implementation period, orders will be processed following normal date due intervals.

8.7.3 CARRIER SELECTION

- A. New Customers (i.e., those who subscribe on or after July 16, 1999, including an existing Customer who orders an additional line after that time) will be permitted to make one free intraLATA PIC choice at the time of ordering service. If the Customer cannot decide upon an intraLATA carrier at that time, the Customer will have thirty (30) days following completion of the service request to make an intraLATA PIC choice without charge. In the meantime, the Customer will be assigned a "no-PIC" and will have to dial an access code to make intraLATA toll calls.
- B. Existing Customers (i.e., those who have subscribed before July 16, 1999) will not be charged for one (1) PIC change made during the first ninety (90) days after July 16, 1999. All current Customers will remain presubscribed to the Company (or the carrier with which the Company has an intraLATA toll arrangement) until they initiate a change in intraLATA toll providers.

8 – MISCELLANEOUS SERVICES

8.7 INTRA-LATA TOLL DIALING PARITY (CONT'D)

8.7.4 RATES

Subject to the conditions listed in Section 8.6.3, the following rates apply:

NON-RECURRING

First intraLATA toll carrier selection made by the Customer No Charge

Each subsequent PIC change (intraLATA or interLATA)
initiated by the Customer \$5.00

8.7.5 CUSTOMER ELIGIBILITY

- A. The Company will provide intraLATA presubscription on all eligible residence and business lines. An example of a Customer who would not be eligible for intraLATA presubscription is someone who has a Feature Group A access line.
- B. Pay telephones will be presubscribed in accordance with the decision of the payphone location provider, pursuant to 47 U.S.C. ' 276 and *Implementation of the Pay Telephone Reclassification and Compensation Provisions of The Telecommunications Act of 1996*, 11 FCC Rcd. 21233 (1996).
- C. The Company will provide written notification to the Customer of their intraLATA presubscription options and rights within 30 days of subscribing for service. Notification will not contain information on PIC Freeze service.

8 – MISCELLANEOUS SERVICES

8.7 INTRA-LATA TOLL DIALING PARITY (CONT'D)

8.7.6 CALL ELIGIBILITY

The Company will offer intraLATA presubscription on all calls that originate within its Maryland service territory that are designated as intraLATA toll calls, including operator service (0+ interexchange) and 1-NPA-555-1212. The Company, or another local service provider, will handle the following calls: 911, 411, 611, 0-, 0+ intraexchange, and 10 digit intraexchange calls.

8.7.7 INTRALATA TOLL DIALING PLAN

If Customer Dials:

Call Handled By:

0	Local Exchange Operator
0 + Intraexchange	Local Exchange Operator
1+ 10 digit	IntraLATA Toll Provider
0 + 10 digit Interexchange	IntraLATA Toll Operator

8.7.8 ANTI-SLAMMING MEASURE

- A. The Company will work with the interexchange carriers and any Customer who has been slammed in order to quickly resolve any disputes. The Company will make sure that the Customer is switched (i.e., "PICed") back to its carrier of choice, without charge, as soon as possible.
- B. The Company will follow the FCC's and the Maryland PSC's verification procedures for PIC changes (e.g., independent third party verification, written letter of agency from the Customer, electronic authorization). The Company will not impose a penalty or charge for unauthorized intraLATA toll provider changes.

8 – MISCELLANEOUS SERVICES

8.7 INTRA-LATA TOLL DIALING PARITY (CONT'D)

8.7.9 PIC FREEZE AND REMOVAL

- A. The Company offers a preferred carrier freeze option to all Customer, on a nondiscriminatory basis regardless of the Customer's carrier selection, at no charge to the end user.
- B. The preferred carrier freeze option prevents a change in the end user's intraLATA toll provider unless the end user requests a change in carrier.
- C. End users may request a preferred carrier freeze on their intraLATA toll service as a means of protection from unauthorized intraLATA PIC changes. The Company will only accept preferred carrier freezes either orally or in writing from end users. The preferred carrier freeze will be offered on a per line basis.
- D. The FCC and the Maryland PSC accepted the use of three-way calls to remove PIC freezes when the Customer's intraLATA toll presubscription choice has been frozen. Carriers must still follow the verification procedures for PIC changes of the FCC (e.g., independent third party verification, written letter of agency from the Customer, electronic authorization) and the Maryland PSC (if issued). The carriers will impose and/or lift preferred carrier freeze requests in accordance with 47 C.F.R. 64.1190.
- E. The Company will not market the PIC freeze option to Customers within a 90-day period after implementation of this tariff. However, the freeze option is available during that period on Customer request.