

Effective: May 15, 2008

6. OPERATOR ASSISTED SERVICES

6.1. OPERATOR SERVICES

6.1.1. DESCRIPTION OF SERVICE

A service charge will apply to InterLATA calls within the state that are placed with the assistance of a Company Operator. Various billing arrangements are available with Operator Assisted Service including Operator Station (Collect, Billed to Third Party, other Operator Assisted) and Person-to-Person. Calls may be completed or billed by an employee or a mechanized response system in the Company's operator center.

A. Operator Station

An Operator Station service charge applies when calls are completed with the assistance of a Company Operator, except as specified for Person-to-Person.

Customers who cannot physically dial a call may qualify for the Operator Assisted exemption that provides the Customer with operator assistance at a direct dialed rate without service charge. No application or certification is required for this program; however, the Customer must request this exemption.

B. Person-to-Person

Person-to-Person charges apply when the calling party specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant. After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

6.1.2. RATES AND CHARGES

	<u>SERVICE CHARGE PER CALL</u>
• Operator Station	\$2.49
• Person-to-Person	2.49

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6.2. DIRECTORY ASSISTANCE SERVICE

6.2.1. DESCRIPTION OF SERVICE

Directory Assistance Service is furnished upon customer request for assistance in obtaining information for InterLATA listings within the state. Customers will be charged for all requests including requests for listings that are not available or not found. This service will be provided by an operator or a mechanized response system.

6.2.2. REGULATIONS

- A. Directory Assistance charges apply on a per call basis, with a maximum of three requested telephone numbers allowed per call.
- B. Calls to Directory Assistance service will be billed directly to the customer's account. Alternate billing options and operator services are not available.
- C. Exemptions
 1. Charges will not be levied for Directory Assistance on an individual who affirms in writing to the Company that a visual or physical disability prevents them from using a telephone directory.
 2. Calls from hospital and skilled nursing home rooms are exempt from the Directory Assistance charge. The term "skilled nursing homes" applies to those nursing homes that provide around-the-clock professional nursing care.

6.2.3. RATES AND CHARGES

	<u>SERVICE CHARGE PER CALL</u>
<ul style="list-style-type: none">• Directory Assistance Service	\$1.25

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6.3. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE

6.3.1. DESCRIPTION OF SERVICE

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 a specified additional charge.

6.3.2. 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. Completed non-local IntraLATA calls will also incur a usage charge per minute as set forth in 6.3.3, below.
- B. Calls completed through Directory Assistance Call Completion service will be billed directly to the customer's account. Alternate billing options and operator services are not available.
- C. When a caller requests more than one number from Directory Assistance, Directory Assistance Call Completion service is offered only for the last number requested.
- D. The Directory Assistance Call Completion service charge applies only to calls actually completed.
- E. The Directory Assistance Call Completion service charge will be credited for completion of calls to the wrong number, incomplete connections or calls with unsatisfactory transmission.
- F. The Directory Assistance Call Completion service charge does not apply to disabled persons who are exempt from the Directory Assistance charge.

6.3.3. RATES AND CHARGES

	<u>CHARGE PER COMPLETED CALL</u>
• Directory Assistance Call Completion Service	\$0.00
• Usage Rate per Minute of Use	0.12

Effective: February 12, 2009

6. OPERATOR ASSISTED SERVICES

6.4. [RESERVED FOR FUTURE USE]

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