

8 – MISCELLANEOUS SERVICES

8.0 MISCELLANEOUS SERVICES

8.1 OPERATOR SERVICES

8.1.1 DESCRIPTION

- A. Operator Handled Calling Services are provided to Customers and Users of Company-provided Exchange Access Services. Local calls may be completed or billed with live or mechanical assistance by the Company's operator center.

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 thirty-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.

Non-emergency calls made to the Operator for the purpose of obtaining information or assistance not pertinent to call completion and prank calls may be billed the Station-to-Station charge as described below.

(N)
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(N)

- 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 "O" for local calls and "00" for long distance calls, and will then request the operator to dial the called station.
- D. Billed to a 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.

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8.1 OPERATOR SERVICES (CONT'D)

8.1.3 RATES

Local exchange calls may be placed on an Operator Assisted basis. (D)

For Operator Assisted calls to Busy Line Verification and Interrupt, or Directory Assistance, the surcharges specified in Section 8.2 and Section 8.3 will apply in addition to any applicable Operator charges. (D)

A. Usage Rates (N)

LOCAL

Per Minute \$0.00

B. Service Charges (N)

In addition to the usage rates identified above, the following operator-assisted charges will apply: (T)

PER CALL

Person-to-Person (Customer Dialed) \$1.50 (D)

Station-to-Station (Customer Dialed)

- Sent Paid 0.75

- Collect 0.75

- Billed to Third Number 0.75

Operator Dialed Charge 1.00
(applies in addition to other operator charges)

Billed to Commercial Credit Card or a
Non-Proprietary Calling Card (additional surcharge) 0.60

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8.2 [RESERVED FOR FUTURE USE]

(D)

(D)

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8.2 [RESERVED FOR FUTURE USE]

(D)

(D)

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8.3 DIRECTORY ASSISTANCE

8.3.1 DESCRIPTION

- A. Customers and Users of the Company's calling services may obtain directory assistance in determining telephone numbers within Virginia 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 three (3) "free" calls to Directory Assistance. Each call, with up to three numbers being requested per call, 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.

	LOCAL, PER REQUEST
Per DA Call - Direct Dialed	\$0.29
Per DA Call - Operator Dialed	0.58

- 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.

To receive a credit, the Customer must notify the Company Business Office of the problem experienced.

- C. All calls to Directory Assistance Service will be directly billed to the Customer's account. No alternate billing options are applicable.

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8.3 DIRECTORY ASSISTANCE (CONT'D)

8.3.4 EXEMPTION

- A. Charges do not apply for calls for Directory Assistance from users who have requested exemption for the Directory Assistance Charge because they are unable to use telephone directories due to physical or mental limitations. 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 records 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)

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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. All calls completed by Directory Assistance Call Completion Service will be directly billed to the Customer's account. No alternate billing options are applicable.
- F. 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 8.3.4, preceding. (N)
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(N)

8.4.3 RATES

	PER COMPLETION
Service Charge	\$0.30

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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.

8.5.2 RATES

NON-RECURRING

Per service order – Residential	\$ 10.00
Per installation – 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
Per occasion – Business	12.00