

ACCESS SERVICE CHECK SHEET

Title Pages 1 and 2 and Pages 1 to 25-126 inclusive of this tariff are effective as of the date shown. Original and revised pages as named below and Supplement Nos. 13, 14, 15, 16, 17, 19, 20, 28 and 29 contain all changes from the original tariff that are in effect on the date hereof.

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* New or Revised Pages

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
 (Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.13 InterLATA Operator Services

General

InterLATA Operator Services offers live operator call completion services for interLATA collect, calling card, credit card, and billed-to-third-number and person-to-person calls. The Telephone Company will perform all operator functions on these calls, including branding, collect call and billed-to-third-number verification, calling card and credit card validation, and the call detail recording necessary for billing. The Telephone Company will direct all calls to the appropriate long distance provider for completion. (D)

Live Operator Assistance

Live Operator Assistance includes calling card handling, collect, and billed-to-third-number call handling. Live Operator Assistance includes the functionality to screen calling cards and to block nonconforming cards. An interLATA operator services customer will provide the Telephone Company with a list of acceptable calling cards. If the screening function indicates that a particular card is not recognized, the calling party is instructed to use an alternate means of payment. The operator will first announce the name of the appropriate IXC and then manually complete the call. The live operator handled-calls will be charged per operator work second. (C)
 |
 (C)
 (D)

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.13 InterLATA Operator Services (Cont'd)

Directory assistance calls and 1+ payphone calls are excluded from this service. These services will continue to be provided under existing terms and conditions.

The IXC that selects the Telephone Company as its operator services provider is responsible for transporting calls requiring operator assistance to and from specific switch locations designated by the Telephone Company. That IXC must obtain transport facilities for Feature Group D services between the IXC's POP and the Telephone Company's designated switch. These transport facilities must be properly sized to accommodate the call volume and dedicated to interLATA operator service traffic. The Telephone Company's designated switch for interLATA operator services will interface directly with Feature Group D service. All charges associated with the transport facilities will apply.

If the call originates within the LATA in which the designated switch is located, the IXC must transport it to the IXC's POP in that LATA for delivery, along with the out-of-LATA calls, to the Telephone Company's designated switch. Both within-the-LATA traffic and out-of-LATA traffic can be rated over the transport facility from the Telephone Company's operator facility back to the IXC's POP.

The Telephone Company's obligation to furnish this service is dependent upon its ability to obtain and retain, without unreasonable expense, suitable rights, facilities, equipment, and other resources required to furnish and maintain this service.

Rate Regulations

Recurring charges for InterLATA Operator Services are offered at month-to-month or 2, 3, and 5 year pricing options.

Month-to-month rates will be subject to a one-month minimum service period. If service is discontinued prior to the expiration of the one-month minimum period, the customer's usage will be adjusted to reflect an entire month of usage. Usage is defined as the number of operator work seconds.

(D)

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ACCESS SERVICE

13. Additional Engineering, Additional Labor and Miscellaneous Services
(Cont'd)13.3 Miscellaneous Services (Cont'd)13.3.13 InterLATA Operator Services (Cont'd)

All term plans (2, 3, and 5-year) will be subject to a one-year minimum service period. If service is discontinued prior to the end of the one-year period, the customer's usage will be adjusted as described for the one-month minimum period calculation. (D)

A customer's annual usage will be determined once the one-year minimum service period has been fulfilled. This initial usage will serve as a preliminary indicator to compare the succeeding year's usage level or the amount of usage at the time a customer discontinues service. Termination liability charges will be applied to recover any decrease in usage. The annual level will be re-calculated each year, i.e., the preceding year will serve as the benchmark for the succeeding year.

Termination Liability

Termination liability will be calculated as follows:

- Determine the difference between the preliminary usage level and the current year's usage level. Usage is defined as the number of operator work seconds. (D)
- Determine if the difference is greater than -10%. If the difference is greater than -10%, termination liability will be assessed to the lost usage that is greater than 10%. For example, the initial usage is reduced by 10%. (D)
- The lost usage will be multiplied by the difference between the rates of the customer's chosen term plan and the term plan that is actually appropriate given the time spent in the plan. For example, if a customer selected a 5-year term plan, but had a deficit usage level in month 37 (year 3), the rate differential would be the difference between the 5-year rates and the 3-year rates. This rate differential would be applied to the amount of "lost" usage below 10%.

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13. Additional Engineering, Additional Labor and Miscellaneous Services
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13.3 Miscellaneous Services (Cont'd)

13.3.13 InterLATA Operator Services (Cont'd)

Termination Liability (Cont'd)

- Determine the time in service. In this instance, the customer has spent three years in the plan at 5-year rates. In order to correct this the lost usage must be multiplied by the rate differential as well as the time in service. This calculation determines what the customer would have paid for those operator work seconds had they been in the proper term plan. (D)

Customers have the option of selecting the year-1 usage level as their commitment level for the duration of their term agreement or may self-select a commitment level. Any usage above the commitment level selected using these two options will not qualify for term rates, but will be charged the month-to-month rates. Termination liability will be calculated as specified above, using the appropriate commitment level.

Any customer in the final year of a term plan may elect to calculate termination liability by applying the term rate to the foregone annual usage. For example, if a customer in a 5-year plan disconnects after 50 months, termination liability would be calculated as follows: ([4-year usage benchmark x .9] - 5-year actual usage) x 5-year rate.

The Telephone Company will calculate termination liability charges using the method that produces the lesser charge.

Rates and Charges

| | <u>Monthly</u> | <u>2 Year</u> | <u>3 Year</u> | <u>5 Year</u> |
|---------------------------------------|----------------|---------------|---------------|---------------|
| Operator Handled - per work second | 0.0124 | 0.0120 | 0.0116 | 0.0100 |

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