
ACCESS SERVICE

16. Operator Services

Operator Services described in this Section will be provided to customers as an optional feature in conjunction with FGC, FGD, BSA-C or BSA-D Switched Access Services from Telephone Company Operator Service switching locations. Operator Services include Operator Transfer and Inward Operator Assistance functions which enable a customer to provide operator related services to their end users. A customer may order both Operator Transfer and Inward Assistance services or may order them individually.

16.1 General Description**16.1.1 Operator Transfer Service**

Operator Transfer Service is an originating service that provides call routing of 0- (the digit 0 with no additional digits) interLATA calls to a participating customer as requested by the calling end user. Operator Transfer Service is provided when an end user dials "0" and is routed to the Telephone Company's operator requesting assistance in completing an interLATA call.

When a 0- call originates from an end office not converted to equal access, the operator will transfer the 0- call, via FGC or BSA-C, to AT&T. When a 0- call originates from an end office converted to equal access, the operator will ask the end user to identify the participating customer to which they desire to be connected. The operator will then transfer the 0- call, via FGD or BSA-D, along with Automatic Number Identification to the designated customer.

If the end user has no preference, or the identified customer has not subscribed to Operator Transfer Service, the end user will be asked to select from a list of participating customer. The list of participating Operator Transfer Service customers will be updated monthly. The order in which participating customers will appear on the list will be initially determined by use of a lottery. For each subsequent monthly update, following the initial selection, the customers in the first position will be moved to the last position on the list. All other customers will be moved up one position. New Operator Transfer Service customers will be placed at the bottom of the list of participating customers pending the next monthly update.

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16. Operator Services (Cont'd)**16.1 General Description (Cont'd)****16.1.2 Inward Operator Assistance**

Inward Operator Assistance services provides for operator assistance on inward calls received from customer operators. Three Inward Operator Assistance functions are provided as follows:

- (A) Busy Line Verification - The Telephone Company operator, at the request of the customer's operator, will determine the status of an exchange service line (e.g., conversation in progress, available to receive a call, or out of service) and report the status to the customer's operator. The Telephone Company operator will not complete the call after performing Busy Line Verification. Only one telephone number per call will be handled by the operator.
- (B) Interrupt - The Telephone Company operator, at the request of the customer's operator, will interrupt conversation on a verified busy line and inform the called party that an attempt to place a call to that line is being made. The Telephone Company operator will not complete the call after performing Interrupt. Only one telephone number per call will be handled by the operator.
- (C) Operator Assistance - The Telephone Company operator will provide the customer with dialing or routing assistance.

16.1.3 Undertaking of the Telephone Company

- (A) The Telephone Company will provide Operator Service for call originating from end offices served by the Operator Service switching location. The Telephone Company will provide Inward Operator Assistance Services for calls associated with exchange service lines in end offices served by the Operator Service switching locations.
- (B) Operator Services will be provided over FGC, FGD, BSA-C or BSA-D switched service trunks, arranged for either one-way or two-way calling from the Operator Service switching location to the customer's premises. Where required by technical limitations, a separate FGC, FGD, BSA-C or BSA-D trunk will be established for Operator Service. Both Operator Transfer and Inward Assistance traffic may be combined on the same trunk group. The Operator Service switching location will provide trunk answer and disconnect supervisory signaling to the customer.

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16. Operator Services (Cont'd)**16.1 General Description (Cont'd)****16.1.3 Undertaking of the Telephone Company (Cont'd)**

- (C) Operator Services will be provisioned in accordance with the technical specifications and requirements set forth in Section 6 preceding for FGC, FGD, BSA-C or BSA-D Switched Access Services.

16.1.4 Obligations of the Customer

- (A) Operator Services are provided to all customers via FGD or BSA-D Switched Access Service for calls associated with end offices converted to equal access. Operator Services are provided for calls associated with end offices not converted to equal access via FGC or BSA-C Switched Access Service to AT&T only. Operator Service customers must order, if none exists, sufficient Switched Access trunking facilities between their premises and the Telephone Company designated Operator Service switching locations in accordance with the ordering requirements set forth in Section 5.1.2(A) preceding. If the customer has existing Switched Access Service trunks to the Operator Service switching location, additional capacity may only be required. The customer, at its premises, shall provide the necessary on-hook, off-hook answering supervision and disconnect supervision.
- (B) Percentage of Interstate Usage (PIU) will be reported and determined as required in Section 6.5.5(H) preceding.
- (C) The customer shall indemnify and save the Telephone Company harmless against all claims that may arise from either party to call interrupted in the provisioning of Inward Service or any other person.

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16. Operator Services (Cont'd)**16.2 Rate Regulations**

Rates and charges applicable to Operator Services are set forth in 16.3 following. In addition to the rates and charges applicable to Operator Services described in this Section, all nonrecurring charges associated with the ordering, installation, rearrangement and movement of FGC, FGD, BSA-C or BSA-D services as set forth in 6.5.4 and 6.8 preceding, as well as Access Order Charges set forth in 5.3 preceding, will apply.

16.2.1 Operator Transfer Service**(A) Operator Transfer Rate**

The Operator Transfer Rate is assessed per 0- call transferred to a customer's operator. A 0- call is considered transferred when the Telephone Company operator activates the switch transferring the call to the designated customer.

(B) Switched Access Charges

Premium FGC, FGD, BSA-C or BSA-D Switched Access rates and charges as set forth in 6.5 and 6.8 preceding and Carrier Common Line Charges as set forth in 3.7 preceding will apply per minute of use for Operator Transfer Service.

Inward Operator Assistance Services**16.2.2****Busy Line Verification and Interrupt Rates****(A)**

Rates and charges for Busy Line Verification and Interrupt Service are specific to the inward call type. The charge for Busy Line Verification applies per verification attempt. The charge for Interrupt applies per call interruption attempted. The Operator Assistance charge applies per assistance request.

Switched Access Charges**(B)**

Switched Access Service per access minute charges do not apply to Inward Assistance Services. Recurring usage costs are included in the flat rate charges specified in (A) preceding.

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16. Operator Services (Cont'd)**16.3 Rates and Charges**

Operator Service rates and charges apply only to the following Telephone Company jurisdictions:

Operator Transfer Rate

16.3.1 - Per Call Transferred \$0.35

Inward Operator Assistance Rates

16.3.2 - Busy Line Verification per attempt \$0.50
- Interrupt per attempt \$0.70
- Operator Assistance per request \$0.20