

ACCESS SERVICE

16. Operator Services16.1 Operator Services Description

Operator Services includes the service categories of Operator Transfer and Operator Inward Assistance. Operator Transfer and Operator Inward Assistance services are provided from OSS Tandems to the customer's premises in conjunction with the rules and regulations of the specified Access Services found in Sections 2, 3, 5, and 6 preceding. Operator Services are available at all Telephone Company end offices, however may be unavailable in certain LATAs due to existing trunking arrangements. In locations where the provider of operator services is not the Telephone Company, availability of operator services is at the discretion of the operator services provider. If operator services are available, the Telephone Company rates are applicable and billed by the Telephone Company. In locations where the Telephone Company is the provider of operator services for other telephone companies, availability of operator services is contingent on the availability of operator services tariffs of that telephone company. The OSS Tandem locations are provided in National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

16.1.1 Operator Transfer Service (OTS)

Operator Transfer is an originating service that provides call routing of 0- (the digit "0" with no additional digits) calls to a participating customer as requested by the calling end user. An Operator Transfer call is routed to the Telephone Company's OSS operator for completion to a destination outside the originating LATA when the calling party dials "0" and waits for an operator to assist with the call. The Telephone Company operator will, upon request, transfer the call to the calling end user's participating customer (i.e., the Telephone Company's Operator Transfer Service customer) of choice. If the calling end user has no specific customer preference, the OSS operator will consult reference information and offer to the calling party the name of a participating customer. The reference information is arranged to give all participating customers an equal opportunity of being offered to and chosen by the calling end user. After a selection is made by the calling end user, the operator will then key in the selected customer's Carrier Identification Code (CIC) and transfer the call.

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16. Operator Services (Cont'd)16.1 Operator Services Description (Cont'd)16.1.2 Operator Inward Assistance (OIA) Service

Operator Inward Assistance provides operator service functions on inward calls received from customers. Operator Inward Assistance is provided when a customer's operator contacts a Telephone Company operator requesting line status verification or verification with call interruption. Inward Assistance functions will be performed for only one telephone number per inward call received. The Inward Assistance service functions available are detailed as follows:

- (A) Busy Line Verification - The operator will check the status of the requested telephone line to verify if there is conversation on the line and advise the requesting customer of the line status.
- (B) Verification with Call Interruption - After verification of a conversation on the requested line is made, and upon request, the operator will interrupt and inform the called party of the waiting call. The operator only interrupts the ongoing call and does not complete the subsequent telephone call for the customer.

16.2 Manner of Provisioning

- (A) Operator Services trunking between the customer's premises and the OSS Tandem is provisioned as either Switched Access Feature Group B, Feature Group C, or Feature Group D service and may be arranged, per the customer's request, as either 1-way or 2-way service. These trunk groups are established as final trunks and will be assigned data registers to obtain usage, peg count, and overflow attempt information. If a trunk(s) does not currently exist between the customer's premises and the OSS Tandem(s), the customer must establish Feature Group B or Feature Group D service to the Telephone Company's OSS Tandem(s). The Telephone Company will provide trunk side switching along with trunk answer and disconnect supervisory signaling to the customer.

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16. Operator Services (Cont'd)16.2 Manner of Provisioning (Cont'd)

- (B) When the OSS Tandem also functions as the Message Toll Service (MTS) Access Tandem, the customer may combine Operator Services traffic with its MTS Switched Access traffic between the OSS Tandem and the customer's premises provided the trunk group has the same signaling and routing requirements as specified for Operator Transfer or Operator Inward Assistance. However, Operator Services traffic may not be combined with MTS Switched Access traffic if the customer provides operator functionality or coin station control.

16.2.1 Operator Transfer

- (A) The customer must order sufficient capacity between the OSS Tandem(s) and the customer's premises to serve Operator Transfer traffic originating from those end offices. The Telephone Company OSS Tandems send 10-digit ANI (NPA + 7-digit telephone number) for Feature Group D trunk groups with Equal Access signaling or Operator Services Address signaling and Feature Group C trunk groups with Traditional signaling. However, the Telephone Company OSS Tandems send 7-digit ANI for Feature Group C trunk groups with Operator Services signaling. Therefore, if the customer requires Operator Transfer calls separately identified by the originating NPA for the Feature Group C trunk group with Operator Services signaling, the customer must utilize a separate and final trunk group, from the OSS Tandem to their customer's premises, for each NPA served by that OSS Tandem. (Z)
- (B) In order for the customer to provide full operator functionality (e.g., Operator Recall, Sequence Dialing, Time and Charge Quotation, and Emergency Ring-back) or coin control, the customer must order Operator Trunk - Pay Telephone for Feature Group C service or Operator Trunk - Full Feature for Feature

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16. Operator Services (Cont'd)16.2 Manner of Provisioning (Cont'd)16.2.1 Operator Transfer (Cont'd)

(B) (Cont'd)

Group D service. Full operator functionality is not required to provide operator transfer service. When coin control is provided, the customer must establish a separate and final trunk group for each type of end office operator/coin signaling (i.e., inband, expanded inband, and multiwink) existing in the end offices served by the OSS Tandem. Operator Transfer is not available for coin sent-paid traffic. (C)

16.2.2 Signaling

(A) For Operator Transfer, the Telephone Company will provide Traditional signaling for Feature Group B or Feature Group C service or Equal Access signaling for Feature Group D service. Customers providing operator functionality for operator traffic or coin control for pay telephone traffic will be provided with Operator Services signaling for Feature Group C or Operator Services Address signaling for Feature Group D service. (C)

(B) For Operator Inward Assistance, the Telephone Company will provide Traditional signaling for Feature Group B or Feature Group C service or Equal Access signaling for Feature Group D service.

16.2.3 Design Layout Report

Upon request, the Telephone Company will provide, to the customer, the make-up of facilities and services provided from the customer's premises to the OSS Tandem. This information will be provided in the form of a Design Layout Report. The Design Layout Report will be provided at no charge and will be reissued or updated whenever the facilities provided for the customer's use are materially changed.

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16. Operator Services (Cont'd)16.2 Manner of Provisioning (Cont'd)16.2.4 Design Blocking

Trunks between the customer's premises and the OSS Tandems will follow the normal Feature Group B, C, or D blocking criteria as set forth in 6.5.6 preceding. The Telephone Company will perform routine measurement functions to inform the customer that an adequate number of transmission paths are in service to meet the normal Feature Group B, C, or D design blocking levels. However, capacity levels and trunk quantities will be the responsibility of the customer.

16.2.5 Testing

Acceptance testing for Operator Services will be provided as set forth in 6.1.5 preceding. Testing Capabilities for Feature Group B, Feature Group C, and Feature Group D services utilized in conjunction with Operator Services will be provided as set forth in 6.2.2(D), 6.2.3(D) and 6.2.4(D) preceding.

16.2.6 Interface Groups and Transmission Parameters

Operator Services will utilize the same interface groups and transmission specifications as specified in 6.2.2(C), 6.2.3(C) and 6.2.4(C) preceding.

16.2.7 Ordering and Billing Options and Conditions

- (A) Operator Transfer Service is ordered under the access order provisions as set forth in Section 5 preceding. The Access Order Charge applicable for Switched Access will apply per Access Order - one per state - for the installation, addition, change, or rearrangement of Operator Transfer Service. In addition, other Access Order Charges (i.e., Service Date Change Charges, etc.) may apply. No access order is required to receive Operator Inward Assistance services.
- (B) Billing for all Operator Services will occur on a monthly basis as other billing is performed, but will be rendered on a statement detailing the flat-rated charges for the entire state applicable to that customer for the specified monthly period.

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16. Operator Services (Cont'd)16.3 Liability of the Telephone Company

In addition to the liability statements as set forth in Section 2 preceding, the following also applies.

- (A) The Telephone Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Tariff. With respect to any other claim or suit, by a customer or any others, for damages arising out of negligent mistakes, omissions, interruptions, delays or errors, defects in transmission, omission from or defects in the applicable list of customers or transfers to customers occurring in the course of furnishing service hereunder, the Telephone Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of time during which such mistake, omission, interruptions, delays, errors, defects in transmission or service, omissions from or defects in the applicable list of customers or transfers to customers continues. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service, omissions from or defects in the applicable list of customers or transfers to customers which are caused by or contributed to by the negligent omission or willful act of the customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Telephone Company. The Telephone Company expressly disclaims any express or implied warranty for the aforesaid service or offering including no warranty of merchantability or warranty of fitness for any particular purpose. It is expressly acknowledged by all subscribers to the aforesaid service that errors, mistakes and omissions can and will occur and that the Telephone Company neither warrants nor guarantees faultless or perfect service or transmission.

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16. Operator Services (Cont'd)16.3 Liability of the Telephone Company (Cont'd)

- (B) The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander, or infringement of copyright and trademark arising from the information transmitted over facilities furnished hereunder and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.
- (C) The customer indemnifies and saves the Telephone Company harmless against claims or suits for damages arising where the connection between the calling end user and a local emergency agency is in some way faulty or impaired, due in whole or in part to the negligent mistake or delay of the Telephone Company. Examples of this may include, but are not limited to, instances in which the Telephone Company, through negligent mistake or delay, may provide an incorrect local emergency agency number, delay in locating a local emergency agency number, or disconnect an in-progress call between a calling end user and a local emergency agency.

16.4 Obligations of the Customer

In addition to the general regulations as set forth in Section 2 preceding, the following also applies.

- (A) The customer shall provide the necessary on-hook, off-hook, answer supervision, and disconnect supervision at the customer's premises.
- (B) Jurisdictional reporting will apply as required in Sections 2.3.11(A)(4) and 2.3.11(B) for determining the Percent Interstate Usage (PIU).

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16. Operator Services (Cont'd)16.5 Rate Regulations16.5.1 Description and Application of Rates and Charges(A) Operator Transfer Service

The Operator Transfer charge is a flat-rated charge applicable per call transferred to the subscribing customer.

In addition to the Operator Transfer charge, Switched Access rates apply as set forth in 6.8 preceding and Carrier Common Line (CCL) charges as set forth in 3.8 and 3.9 preceding apply for usage originating from all end offices served by the OSS Tandem.

Nonrecurring Switched Access charges are applicable as specified in 6.7 and 6.8 preceding.

(B) Operator Inward Assistance Service

The Operator Inward Assistance flat-rated charges are specific to the operator function performed and are applied per attempt to the requesting customer. The charges include all operator work time and equipment necessary to perform the requested operator function. The specific charges for Inward Assistance are shown below:

- (1) Busy Line Verification - applicable per busy line verify attempt.
- (2) Verification with Call Interrupt - applicable per busy line verify/call interrupt attempt.

Switched Access rates, including CCL charges and nonrecurring charges, are not applicable for Operator Inward Assistance services.

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16. Operator Services (Cont'd)16.5 Rates Regulations (Cont'd)16.5.2 Rates and Charges

	Operator Transfer*	<u>Operator Inward Assistance</u>	
		Busy Line <u>Verification</u>	Verification With Call <u>Interrupt</u>
	Per Call <u>Transferred</u>	Per Attempt	Per Attempt
Florida	\$0.30	\$1.50 (I)	\$2.75 (I)
Indiana#	\$0.30	\$1.50 (I)	\$2.75 (I)
Kansas	\$0.30	\$1.50 (I)	\$2.75 (I)
Minnesota	\$0.30	\$1.50 (I)	\$2.75 (I)
Missouri#	\$0.30	\$1.50 (I)	\$2.75 (I)
Nebraska	\$0.30	\$1.50 (I)	\$2.75 (I)
Nevada	\$0.30	\$1.50 (I)	\$2.75 (I)
New Jersey	\$0.30	\$1.50 (I)	\$2.75 (I)
North Carolina	\$0.30	\$1.50 (I)	\$2.75 (I)
Ohio	\$0.30	\$1.50 (I)	\$2.75 (I)
Oregon**	GAR	GAR	GAR
Pennsylvania	\$0.30	\$1.50 (I)	\$2.75 (I)
South Carolina	\$0.30	\$1.50 (I)	\$2.75 (I)
Tennessee	\$0.30	\$1.50 (I)	\$2.75 (I)
Texas	\$0.30	\$1.50 (I)	\$2.75 (I)
Virginia	\$0.30	\$1.50 (I)	\$2.75 (I)
Washington**	GAR	GAR	GAR
Wyoming	\$0.30	\$1.50 (I)	\$2.75 (I)

See Section 1.3 preceding.

* In addition, Switched Access charges are applicable as detailed in 16.5.1 preceding.

** Operator Services are not available in the States of Oregon and Washington.

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