

ACCESS SERVICE

8. Operator Services8.1 Inward Operator Services8.1.1 General

Inward Operator Services enable customers to be connected to Telephone Company Traffic Operation Position Systems (TOPS) office(s) for the purpose of providing operator services to their end users.

8.1.2 Service Description(A) Busy Line Verification (BLV)

BLV is a service where, at the request of the customer's operator, a Telephone Company operator will attempt to determine the status of an exchange service line (e.g., conversation in progress, available to receive a call or out of service) and report to the customer's operator.

(B) Busy Line Verification/Interrupt (BLV/I)

BLV/I is a service where, at the request of the customer's operator, a Telephone Company operator determines and reports that a conversation is in progress on an exchange service line and subsequently interrupts such conversation to request that the conversation be terminated so that the customer's end user can attempt to complete a call to the line.

8.1.3 Technical Specifications

Inward Operator Services are provided over trunks between the customer's premises and Telephone Company TOPS Office(s). Where FGD or CST BSA - Option 3 trunks which carry other customer traffic are used, the technical specifications for such trunks apply. Where FGD or CST BSA - Option 3 trunks arranged exclusively for Inward Operator Services are used, the following technical specifications apply:

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2980 Fairview Park Drive, Falls Church, VA 22042

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8. Operator Services (Cont'd)8.1 Inward Operator Services (Cont'd)8.1.3 Technical Specifications (Cont'd)

- Type A transmission specifications applicable to a FGD or CST BSA Option 3 trunk routed to an access tandem, as set forth in 6.4.1(A) preceding.
- Interface Groups 2, 6 and 9, as set in 6.1.3(A)(1) preceding.
- Special Facilities Routing, Design Layout Reports, Acceptance Testing and Testing Capabilities as set forth in 6.1.4, 6.1.5, 6.1.6 and 6.2.4(D) preceding, respectively.

8.1.4 Undertaking of the Telephone Company

In addition to the obligations of the Telephone Company set forth in Section 2. preceding, the Telephone Company has certain obligations pertaining only to the provision of Inward Operator Services. These obligations are as follows:

- The Telephone Company will provide BLV and BLV/I for telephone numbers provided in its operating territory.
- The Telephone Company operator will respond to one telephone number per call on requests for BLV and BLV/I.
- The Telephone Company will designate which TOPS office(s) serves which NXXs and make such information available to the customer.

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8. Operator Services (Cont'd)8.1 Inward Operator Services (Cont'd)8.1.5 Obligations of the Customer

In addition to the obligations of the customer set forth in Section 2. preceding, the customer has other obligations pertaining only to the provision of Inward Operator Services. These obligations are as follows:

- The customer shall order Inward Operator Services as set forth in Section 5. preceding.
- The customer shall indemnify and save the Telephone harmless (Z)
against all claims that may arise from either party to the interrupted call or any other person.

8.1.6 Rate Regulations

- (A) No minimum monthly charge applies.
- (B) Switched Access Service per access minute charges do not apply to Inward Operator Services trunks.
- (C) The charge for BLV applies per verification requested. The charge for BLV/I applies per verification and interruption requested.
- (D) Rearrangements and moves of FGD or CST BSA - Option 3 trunks are as set forth in 6.7.1(C)(3) and 6.7.5 preceding, respectively.

8.1.7 Rates and Charges

Rates and Charges for Inward Operator Services are found in 31.8.1 following.

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8. Operator Services (Cont'd)8.2 Operator Passthrough Service8.2.1 General

Operator Passthrough Service enables a customer who provides operator services to receive calls passed through to it by the Telephone Company, within a specified LATA, for the purpose of operator assisted call completion or, for customers who do not provide operator services, Operator Passthrough Service enables end user calls to be passed through to either a customer designated Operator Services Provider or a Telephone Company provided recording. Operator Passthrough Service is only available in end offices equipped with Feature Group D or CST BSA - Option 3.

8.2.2 Service Description

Operator Passthrough Service provides end users with access to the operators of the customer for operator assisted call completion, when the customer provides operator services for end users for calls originating from a particular LATA and is capable of receiving calls passed through to it by the Telephone Company in that LATA.

The Telephone Company will, when requested by an end user, connect that end user to a specified customer for operator call completion provided that customer offers operator services in the end user's originating LATA and is capable of receiving calls passed through to it by the Telephone Company in that LATA.

If the customer does not provide operator services for end users, at the option of the customer, the Telephone Company will provide end users with access to a customer designated Operator Services Provider or to a Telephone Company provided announcement which will direct the end user to contact their Presubscribed Interexchange Carrier for dialing instructions. For customers who opt to designate an Operator Services Provider, only one Operator Services Provider may be designated within a specified LATA.

8.2.3 Rate Regulations

- (A) The Operator Passthrough charge, which includes the costs associated with handling the operator traffic, applies on a per call passed through basis.
- (B) The customer will be assessed the Operator Passthrough Charge per call passed through to either the customer's operator or a Telephone Company provided recording.

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8. Operator Services (Cont'd)

8.2 Operator Passthrough Service (Cont'd)

8.2.3 Rate Regulations (Cont'd)

- (C) The Operator Passthrough charge will be assessed on the designated Operator Services Provider when the customer designates an Operator Services Provider to handle its operator traffic.

8.2.4 Service Rearrangements

In the event that a customer who does not provide operator services for its end users requests a change in its designated operator services traffic arrangement, a Service Rearrangement charge as set forth in 31.8.2 following will apply. A First TOPS Office Rearrangement Charge will apply for the first TOPS office affected by the change, and an Additional TOPS Office Rearrangement Charge will apply for each additional TOPS office affected if ordered at the same time and for the same date.

8.2.5 Rates and Charges

Rates and charges for Operator Passthrough Service are set forth in 31.8.2 following.

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