
ACCESS SERVICE

16. Operator Services

Operator Services described in this Section will be provided to customers as an optional feature in conjunction with Feature Group C (FGC) or Feature Group D (FGD) 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 to request 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, 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, 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 customers. The list of participating Operator Transfer Service customers will be updated monthly. The order in which participating customer will appear on the list will be initially determined by use of a lottery. For each subsequent monthly update,

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16. Operator Services (Cont'd)

16.1 General Description (Cont'd)

16.1.1 Operator Transfer Service (Cont'd)

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.

16.1.2 Inward Operator Assistance

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

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(A) Operator Assistance - The Telephone Company operator will provide the customer with dialing or routing assistance.

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16. Operator Services (Cont'd)

16.1 General Description (Cont'd)

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16.1.3 Undertaking of the Telephone Company

- (A) The Telephone Company will provide Operator Service for calls 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 or FGD 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 or FGD 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.
- (C) Operator Services will be provisioned in accordance with the technical specifications and requirements set forth in Section 6 for FGC or FGD Switched Access Services.

16.1.4 Obligations of the Customer

- (A) Operator Services are provided to all customers via Feature Group D Switched Access Service for calls associated with end offices converted to equal access.

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16. Operator Services (Cont'd)

16.1 General Description (Cont'd)

16.1.4 Obligations of the Customer (Cont'd)

(A) (Cont'd)

Operator Services are provided for calls associated with end offices not converted to equal access via Feature Group 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 be required. The customer, at its premises, shall provide the necessary on-hook, off-hook answering supervision and disconnect supervision.

(B) Percentage of Intrastate usage (PIU) will be reported and determined.

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(C) The customer shall indemnify and save the Telephone Company harmless against all claims that may arise from either party as to calls interrupted in the provisioning of Inward Service or any other person.

16.2 Rate Regulations

Rates and charges applicable to Operator Services are set forth in 16.3. 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 or FGD services, as well as Access Order Charges set forth in Section 5.3 will apply.

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16. Operator Services (Cont'd)

16.2 Rate Regulations (Cont'd)

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

FGC or FGD Switched Access rates and charges as set forth in this tariff and Carrier Common Line Charges as set forth in Section 3.7 will apply per minute of use for Operator Transfer Service.

16.2.2 Inward Operator Assistance Services

(A) Switched Access Charges

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

16.3.1 Operator Transfer Rate

- Per Call Transferred \$0.35

16.3.2 Inward Operator Assistance Rates

- Operator Assistance per request \$0.20

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