

OPERATOR SERVICES

9. Operator Services* (N)

9.1 Operator Verification/Interruption Service

A. Description

1. Customers may obtain assistance in determining if a called line is in use (herein called verification) or in interrupting a conversation in progress due to an urgent or emergency situation (herein called interrupt) by calling the “0” operator.
2. Verification and interrupt service is furnished where and to the extent that facilities permit.
3. The customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.

B. Regulations

1. Verification:

A charge applies each time the operator verifies a called line and hears voice communication.

2. Interrupt:

A charge applies each time an operator interrupts a conversation that is in progress on the called line.

3. If an operator both verifies the condition of the line and interrupts conversation on the same request, the interrupt charge only applies.
4. The charge for interrupt applies whenever the operator interrupts the conversation even though one or the other parties interrupted refuses to terminate the conversation in progress.
5. Charges may not be billed on a collect basis or reversal of charge basis.
6. The charges for verify/interrupt service are in addition to any applicable rates and charges associated with local or Long Distance Message Telecommunications Services.
7. The verify charge will not apply if the number verified is not in use and the operator completes the call.

* Effective December 1, 2018, the Company will no longer offer Operator Services.

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OPERATOR SERVICES

9. Operator Services (Cont'd)* (N)

9.1 Operator Verification/Interruption Service (Cont'd)

B. Regulations (Cont'd)

8. No verification or interrupt charge will apply if the requesting customer identifies that the call is from an authorized Public Emergency Agency. An authorized Public Emergency Agency is defined as a government agency which is operated by the federal, state or local government and has the capability and legal authority to provide prompt aid to the public in emergency situations.
9. No charge will apply when the operator encounters a trouble condition or has reason to believe a trouble condition exists.
10. Verification and interrupt service is furnished to coin and non-coin customers.

C. Rates

Verification, per request	\$0.75
Interrupt, per request	\$1.00

9.2 Local Person-to-Person Service

Local Person-to-Person is not offered.

9.3 Local Operator Assisted Calls

A. Description

Local credit card, collect and third number calls are customer dialed "0" calls that are completed by the caller or completed by the operator to telephones within the customer's local calling area. The call will be appropriately billed to the caller's credit card, the called party, or a third number instead of the telephone originating the call.

Local operator assisted station-to-station calls are originated by the customer dialing "0" and instructing the operator to complete the call to the desired local station. Charges for the call apply to the originating telephone number.

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(N)

OPERATOR SERVICES

9. Operator Services (Cont'd)* (N)

9.3 Local Operator Assisted Calls (Cont'd)

B. Rates

Customers who identify themselves as being disabled and unable to dial the call will not be required to pay local operator service charges.

Rates listed below are operator surcharges that apply in addition to any rate normally applicable for a local call.

Calling card, per call	\$0.35
Local collect, per call	\$1.10
Third number, per call	\$1.10
Operator assisted station-to-station, per call	\$1.10

Note: Under the provisions of paragraphs 4.9(A)3 and 4.9(A)6 of this tariff, local operator assisted station-to-station calls will not be provided to customers subscribing to Customer-Owned Pay Telephone Service.

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OPERATOR SERVICES

9. Operator Services* (N)

9.6 Toll Operator Service

A. Intrastate IntraLATA Operator Service for 0-toll calls

1. The Company will provide Intrastate IntraLATA Operator Service for dialed 0-toll calls.
2. Surcharges are applicable to station sent paid, station calling card, station collect, station billed to third party, and person to person 0- calls. Definitions of these types of calls are found in the Southwestern Bell Long Distance Message Telecommunications Service Tariff, P.S.C. MO. No. 26.
 - a. Rates set forth below apply to 0- toll calls originating for all classes and grades of service.

B. Terms and Conditions

1. The Company will provide Intrastate IntraLATA Operator Service for dialed 0- toll calls.
 - a. Company will not bill for incomplete calls where answer supervision is available. Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (i) subscriber notification or (ii) Company's knowledge.
 - b. The caller and billed party, if different from the caller will be advised that the Company is the operator service provider at the initial contact.
 - c. Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
 - d. Only tariffed rates approved by the Commission for Company shall appear on Company bills.
 - e. All such calls will appear as Company calls.
 - f. Company will employ reasonable calling card verification procedures acceptable to the Telephone Company issuing the calling card.
 - g. Company will route all 0- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.

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9. Operator Services (Cont'd)* (N)

9.6 Toll Operator Service (Cont'd)

B. Terms and Conditions (Cont'd)

1. (Cont'd)

- h. Upon request, Company will transfer calls to other authorized interexchange Companies if billing can list the caller's actual origination point.
- i. Company will refuse operator services to traffic aggregators, which block access to other Companies.
- j. Company will assure that traffic aggregators will post and display information including: (1) that Company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach other authorized interexchange Companies.

- 2. Intrastate IntraLATA 0- toll rates are based on per minute of use without regard to time of day, day of the week or distance.

C. Rates and Charges

	<u>Fully Automated</u>	<u>Semi- Automated</u>	<u>Non- Automated</u>
1. Surcharges:			
a. Station Sent Paid	N/A	\$ 1.25	\$ 3.30
b. Station Calling Card	\$ 0.50	\$ 0.50	\$ 0.50
c. Station Collect	\$ 1.25	\$ 1.25	\$ 1.25
d. Station Billed to Third Party	\$ 1.25	\$ 1.25	\$ 1.25
e. Person to Person	N/A	\$ 1.25	\$ 5.50
2. Intrastate IntraLATA 0- Toll Rates:			
a. Initial rate, per minute	\$ 0.50		
b. Additional rate, per minute	\$ 0.50		

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