

**INTRASTATE LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

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4. SERVICE OFFERINGS

4.5 Operator Services\*

(N)

4.5.1 Operator Services as provided by Company includes live operator and/or automated operator functions, for the purpose of assisting in the processing of telephone services such as: long distance via collect calls, or third-party billed calls. Company operators may be contacted by dialing 0+ the number desired or 0. Calls will be billed at Company MTS service rates as set forth in Section 5 plus the appropriate service charges.

4.5.2 In providing operator services, Company agrees that:

- A. Company will not knowingly bill for incomplete calls and will remove any charge(s) for incomplete calls upon subscriber notification or carrier's knowledge of the charge(s) for incomplete calls.
- B. Company will advise the caller and billed party (if different from the end user) that Company is the operator service provider at the time of the initial contact.
- C. Company will provide rate quotes, including all rate components and any additional charges, upon request, at no charge.

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

(N)

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4. SERVICE OFFERINGS (Continued)

4.5 Operator Services (Continued)\*

(N)

- D. Company will allow only tariff charges approved by the Commission, or otherwise allowed by law for the provision of operator services, to appear on billings rendered by local exchange companies (LECs) on behalf of carrier and will not collect location surcharges imposed by traffic aggregations.
- E. Company will arrange for listings of its name on a LEC's billing of Company's charges, if the LEC has multi-carrier bill listing capability.
- F. Company will direct all "0-" emergency calls to the local exchange carrier (LEC) at no charge.
- G. Company's contracts with tariff aggregations will contain provisions which:
  - 1. Prohibit the blocking of access to an end user's interexchange carrier of choice;

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4. SERVICE OFFERINGS (Continued)

4.5 Operator Services (Continued)\*

(N)

2. Provide for the prominent posting or display, on or near the telephones to be utilized by end users, of material setting forth the name of the carrier, complaint procedures, instructions on reaching the LEC operator as well as other interexchange carriers, and procedures for emergency calls.

4.6 Dedicated Interexchange Digital Private Line Service

- 4.5.1 Digital transmission facilities between Company service points, when connected with dedicated access to customer locations, allow for communications between locations of the customer or his authorized user. These combined facilities are utilized on a dedicated (non-switch) basis between two or more customer locations, as specified by the customer.

4.7 Promotions

Company may, upon Commission approval, offer customers specific rate incentives during specified promotional periods. Company will provide written notice to the Commission by tariff filing at least 7 days prior to the commencement of a promotional program specifying the terms of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

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4. RATES (Continued)

5.5	<u>Operator Service Rates*</u>	<u>0+ Rate</u>	<u>0- Rate</u>	(N)
1.	Directory Assistance	\$1.20	\$2.20	
2.	Automated Collect	\$2.35	\$3.35	
3.	Operator-Assisted			
a.	Collect	\$2.35	\$3.35	
b.	Billed to Third Party	\$2.35	\$3.35	

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5. RATES (Continued)

5.5 Operator Service Rates (Continued)\*

(N)

5.	Person-to-Person	\$4.50	\$5.50
6.	Station-to-Station	\$2.30	\$3.30

5.6 Dedicated Interexchange Digital Private Line Service

5.6.1 Voice Grade Facility

- A. Two point effective two/four wire grade analog or 64 Kbps digital interface (digitalized voice or otherwise compatible 64 Kbps bit stream facility)

Rate: \$ ICB

5.6.2 DS1/1.544 Mbps Facility

- A. Two point digital interface operating at 1.544 Mbps, which may be furnished on either a channelized or non-channelized basis

Rate: \$ ICB

5.7 Directory Assistance Charges

5.7.1 Usage Charges

Per call charges for Directory Assistance will be \$.90 per call.

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(N)