

OPERATOR ASSISTANCE SERVICE**A. Descriptive Summary**

The Company furnishes local assistance by the Company operator whereby customers may request assistance in dialing a local number.

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B. Regulations

1. The rates set forth in Part 11, Section 2 to local assistance requests origination for all classes and grades of services. Other than Part 2, Section 1, definitions for Operator Assistance Services are in the 'Long Distance Message Telecommunications Service', Part 9, Section 1.
2. Operator Assistance (OA) may be provided at no charge to persons who are unable to use a telephone due to a disability which can be confirmed by a physician or certifying agent. Operator Assistance service charges will not be charged to the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Operator Assistance exemption eligibility may be verified periodically and recertification may be required. Failure to provide the required documentation may result in loss of the exemption. Operator Assistance usage will be monitored by AT&T and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Operator Assistance exemption is a voluntary program of AT&T that may be terminated at any time.
3. Local Assistance Service charges will not apply where the Company operator is requested to establish:
 - Local calls from mobile and marine stations.

OPERATOR ASSISTANCE SERVICE^{/4/} (cont'd)

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C. Rates

The rates listed below are in addition to applicable local message usage charges when originating at a telephone covered under the Optional Local Calling Plan (OLCP) and billed to that telephone number; or, in lieu of local call rates from pay telephones.

<u>Description</u>	<u>Non-Pay Telephone Rate</u>	<u>Pay Telephone Rate^{/1,2/}</u>
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Station-to-Station Service

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<i>Sent Paid</i>		
Non-Automated	3.95	---
Semi-Automated	3.50	---

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Classes of Calls

<u>Description</u>	<u>Day per minute</u>	<u>Evening per minute</u>	<u>Night/Weekend per minute</u>
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Station-to-Station ^{/3/}			
- Business	\$0.90	\$0.90	\$0.90
- Residence	0.45	0.45	0.45

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/1/ Pay telephones include all pay-type telephones that accept coins, or are coinless, or have a card reader, or a combination of a coin-accepting/card reader telephone.
 /2/ In addition to these rates, apply the Payphone Use Charge as specified in Part 9, Section 1.

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/3/ See preceding paragraphs B. and C. for Operator Assistance Service Charges.

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/4/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

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OPERATOR ASSISTANCE SERVICE (cont'd)**D. Payphone Use Charge**

The Payphone Use Charge applies to all completed non-sent paid calls placed from payphones. Non-sent paid is defined as a call which is placed without advance deposit of currency at the payphone. The Payphone Use Charge will apply in addition to applicable Operator Assistance Charges in paragraph C. *Rates* above.

Payphone Use Charge, per call	\$0.50
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INTERCEPT REFERRAL SERVICES**A. Description of Service**

1. Intercept Referral Service is a service used when a customer disconnects service or changes their telephone number. Calls to the intercepted telephone number are referred to a standard recorded announcement. This service is available where resources permit. (C)
2. The 'Rules and Regulations Applying to All Customers' Contracts' found in Part 2, Section 2 apply to the provision of Intercept Referral Service.

B. Basic Intercept Referral Service

This service provides a recorded announcement (the type of recording is based on availability of Company resources). The announcement states that the called number has been disconnected or is no longer in service.

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Basic Intercept Referral Service is provided free of charge to residential customers for a minimum of 30 days where facilities exist, and the threat of telephone number exhaustion is not imminent.

Basic Intercept Referral Service for single line business customers and the primary listed telephone number for Direct Inward Dial (DID), Plexar®-II and Plexar®-Custom customers shall be available upon request, free of charge, for a minimum of 30 days. However, if the threat of telephone number exhaustion becomes imminent for a particular central office, the company may re-issue a disconnected number sooner but no earlier than 30 days after the disconnection of the business telephone number. A charge will apply on all other nonprimary DID, Plexar-II and Plexar-Custom numbers as specified in paragraph D. following.

C. Reserved for Future Use

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(D)

INTERCEPT REFERRAL SERVICES (cont'd)**D. Intercept Referral Service for DID and Plexar®-Custom Customers**

Direct Inward Dial (DID), Plexar®-II and Plexar-Custom customers have two referral configurations available:

1. Each telephone number may be referred to a common message, or (C)
2. A block of *sequential* telephone numbers may be referred to a common message.

DID, Plexar-II and Plexar-Custom customers may subscribe to basic intercept for a block of numbers. (C)
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E. Rates and Charges

If the period of service requested by the customer is: Up to 90 days

<u>Service</u>	<u>USOC</u>	<u>Nonrecurring Charge</u>
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DID, Plexar®-II and Plexar®-Custom^{1/} (C)

Basic Intercept Referral Service

Each number referred individually, per telephone number	IRSMB	20.00
Block of sequential numbers referred to one message, per block	IRSMC	110.00

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No other charges apply except for those charges listed in the Rates and Charges section.

^{1/} For the primary listed telephone number for DID, Plexar-II and Plexar-Custom Services, see B.1. (C)

INTERCEPT REFERRAL SERVICES (cont'd)**E. Rates and Charges (cont'd)**

If the period of service requested by the customer is: 91-180 days

<u>Service</u>	<u>USOC</u>	<u>Nonrecurring Charge</u>
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DID, Plexar®-II and Plexar®-Custom^{1/} (C)

Basic Intercept Referral Service

Each number referred individually, per telephone number	IRSAB	40.00
Block of sequential numbers referred to one message, per block	IRSAC	220.00

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No other charges apply except for those charges listed in the Rates and Charges section.

^{1/} For the primary listed telephone number for DID, Plexar-II and Plexar-Custom Services, see B.1. (C)

INTERCEPT REFERRAL SERVICES (cont'd)**E. Rates and Charges (cont'd)**

If the period of service requested by the customer is:

181-365 days

<u>Service</u>	<u>USOC</u>	<u>Nonrecurring Charge</u>
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DID, Plexar®-II and Plexar®-Custom^{/1}

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Basic Intercept Referral Service

Each number referred individually, per telephone number

IRSXB

60.00

Block of sequential numbers referred to one message, per block

IRSXC

330.00

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No other charges apply except for those charges listed in the Rates and Charges section.

^{/1/} For the primary listed telephone number for DID, Plexar-II and Plexar-Custom Services, see B.1. (C)