
SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.1 Operator Toll Assistance Services

3.1.1 General

Callers may use Operator Toll Assistance Services to place interstate calls from their presubscribed telephone line. Calls can originate from either tone-generating or rotary-dial instruments. Unless otherwise indicated in this Tariff, all calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

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3.1.2 Availability

Service is available to a Customer that subscribes to any of the outbound Service offerings and Casual Callers that dial one of the Company's Toll Free Access Numbers. Unless specifically limited or expanded in this Tariff, Operator Toll Assistance Services are available from locations in the United States and in the Extended Area. Calls from Alaska and the Extended Area are only available via the Company's Toll Free Access Number.

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.3 Access Method

- (A) Callers dialing one plus (1+) one of the Company's Toll Free Access Numbers over Switched Access lines will hear recorded messages that guide the caller. Callers may elect to use any of the billing options described in Section 3.1.5 (A), (B) or (C) of this Tariff or may reach the operator for assistance. Callers placing a call from a tone-generating telephone may select one of the various Operator Toll Assistance Services options by pressing the appropriate key on their tone-generating telephone. The call will default to an operator for assistance if (1) the call originates from a rotary telephone or (2) the call originates from a tone-generating telephone and the caller fails to make a selection on its keypad.
- (B) Unless otherwise indicated in this Tariff, callers may also place Operator Toll Assistance Services calls from Off-Net locations by dialing:
 - .1 00 from a presubscribed telephone line and request the long distance operator to complete the call or
 - .2 0+ the called number from a presubscribed telephone line

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.3 Access Method (continued)

(C) Unless otherwise indicated in this Tariff, callers may also place Operator Toll Assistance Services from On-Net locations by dialing:

- .1 00 from a presubscribed telephone line and follow the prompts or
- .2 0+ the called number from a presubscribed telephone line.

3.1.4 Completion Type

Station-to-Station: Any operator-handled call whereby the person originating the call does not specify a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

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Tariff F.C.C. No. 18
3rd Revised Page 43
Cancels 2nd Revised Page 43
Transmittal No. 184
Issued: May 26, 2016
Effective: May 31, 2016

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3.1 Operator Toll Assistance Services (continued)

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Tariff F.C.C. No. 18
1st Revised Page 44
Cancels Original Page 44
Transmittal No. 174
Issued: January 5, 2015
Effective: January 12, 2015

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Tariff F.C.C. No. 18
1st Revised Page 45
Cancels Original Page 45
Transmittal No. 174
Issued: January 5, 2015
Effective: January 12, 2015

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

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Tariff F.C.C. No. 18
4th Revised Page 46
Cancels 3rd Revised Page 46
Transmittal No. 178
Issued: October 5, 2015
Effective: October 12, 2015

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

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Tariff F.C.C. No. 18
3rd Revised Page 47
Cancels 2nd Revised Page 47
Transmittal No. 178
Issued: October 5, 2015
Effective: October 12, 2015

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Tariff F.C.C. No. 18
3rd Revised Page 48
Cancels 2nd Revised Page 48
Transmittal No. 178
Issued: October 5, 2015
Effective: October 12, 2015

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

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Tariff F.C.C. No. 18
3rd Revised Page 49
Cancels 2nd Revised Page 49
Transmittal No. 178
Issued: October 5, 2015
Effective: October 12, 2015

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Tariff F.C.C. No. 18
2nd Revised Page 50
Cancels 1st Revised Page 50
Transmittal No. 178
Issued: October 5, 2015
Effective: October 12, 2015

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Tariff F.C.C. No. 18
2nd Revised Page 51
Cancels 1st Revised Page 51
Transmittal No. 178
Issued: October 5, 2015
Effective: October 12, 2015

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SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.5 Billing Options

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Sent Paid: This is a billing option where the Customer originating the call pays for the call by having the call billed to the originating telephone number. This billing option will initially be restricted to non-coin origination.

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SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.6 Level of Automation

Operator Toll Assistance Services calls may be completed with or without assistance of an operator. There are three (3) levels of automation for Operator Toll Assistance Services. They are:

(A) Operator Dialed

An operator dialed call occurs when the person originating the call has the ability to dial all the digits necessary for call completion but instead asks the long distance operator to place the call. The operator dials the called number. The operator dialed per call charge applies. (D)

The rates for the operator dialed per call charges in Section 4.1.1 or Section 4.1.2 of this Tariff apply to: Station-to-Station calls when the caller has the ability to dial all the digits necessary for call completion but instead asks the long distance operator to place the call. The operator dialed per call charge will not be applied to: (D)

- (1) a call that cannot be completed by the caller due to equipment failure or trouble on the long distance network or
- (2) a call placed by a party identified as disabled and as a result of that disability cannot complete the call.

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.6 Level of Automation (continued)

(B) Operator Assisted

An operator assisted call occurs when the person originating the call reaches an operator by utilizing an access method that involves dialing the called telephone number, but the operator collects the billing information to complete the call.

(C) Fully Automated

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The fully automated rate applies if a call:

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-placed by a party identified as disabled and as a result of that disability cannot complete the call and the caller requests operator assistance for call completion or

-cannot be completed by the caller due to equipment failure or trouble on the long distance network and the caller requests operator assistance for call completion.

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.7 Application of Charges

- (A) There are two (2) rate elements which apply to Operator Toll Assistance Services, a usage charge and a per call charge. The rates for a particular call are determined by level of automation used (operator dialed, operator assisted, or fully automated). (D)
(D)

For certain Operator Toll Assistance Service calls, usage rates also vary depending on whether the call is classified as residential or business. The business rate per minute applies when the call is billed to a telephone number presubscribed to the Company for a Business Service. The residential rate per minute applies when a call is billed to a telephone number presubscribed to the Company for a Residential Service. (D)
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- (B) If a Customer, End User, or Casual Caller completes an Operator Toll Assistance Services call by dialing one plus (1+) any of the Group 2 Toll Free Access Numbers, the rates and charges contained in Section 4.1.1 (B) of this Tariff.

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.1 Operator Toll Assistance Services (continued)

3.1.7 Application of Charges (continued)

- (C) If a Customer or End User completes an Operator Toll Assistance Service call via any access method described in Section 3.1.3 (B) of this Tariff, the rates and charges contained in Section 4.1.2 of this Tariff apply.
- (D) If a Casual Caller completes an Operator Toll Assistance call via any Operator Toll Assistance Service access method described in Section 3.1.3 (B).1 or 3.1.3 (B).2 of this Tariff, the rates and charges contained in Section 4.1.2 of this Tariff apply.
- (E) If a Customer, End User or Casual Caller completes an Operator Toll Assistance Service call via Group 2 Toll Free Access Numbers, this Tariff applies to interstate InterLATA and interstate IntraLATA calls.

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SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.2 Directory Assistance Services

3.2.1 General

Directory Assistance Service allows the Customer, End User or Casual Caller to request the telephone number or area code of a party located in another state or a United States territory. The Directory Assistance operator provides assistance in locating business, residence, and government listings. Directory assistance is available for determining a telephone number or area code in the United States, the Extended Area, Midway Island, Wake Island.

3.2.2 Availability

Assistance in obtaining an interstate Directory Assistance listing is available to any Customer that has access to the Directory Assistance bureau via one of the access methods described in Section 3.2.3 of this Tariff.

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SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.2 Directory Assistance Services (continued)

3.2.3 Access Methods

(A) General

Calls to directory assistance may be completed on a fully automated basis or may be completed with the assistance of an operator.

.1 Customers who presubscribe to any of the Company's outbound Service offerings that utilize Switched Access to reach the long distance network may reach Directory Assistance on their presubscribed line by dialing:

.1 1 + area code + 555-1212

.2 0 + area code + 555-1212

.3 00 and request the long distance operator to connect the caller to Directory Assistance

.4 one of the Company's Toll Free Access Numbers. The call may be completed or by dialing the area code + 555-1212. The caller may also request the long distance operator to connect the caller to Directory Assistance.

.2 Customers, End Users, and Casual Callers may also reach directory assistance by dialing one of the Company's Toll Free Access Numbers. The call may be completed on a fully automated basis by dialing the area code + 555-1212. The caller may also request the long distance operator to connect the caller to Directory Assistance.

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.2 Directory Assistance Services (continued)

3.2.3 Access Methods (continued)

(B) Call Originates From Off-Net Location

Unless otherwise specified in this Tariff, Customers, End Users or Casual Callers may also reach Directory Assistance via the following access methods:

- .1 one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212

(C) Call Originates From On-Net Location

Customers, End Users or Casual Callers may also reach Directory Assistance via:

- .1 one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212.

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.2 Directory Assistance Services (continued)

3.2.4 Features

(A) Multiple Listings

Customers may receive up to two listings per request to Directory Assistance. Regardless of the access method used by the caller to reach Directory Assistance, the two listings requested by the caller may be for telephone numbers located within different area codes.

(B) Automated DACC

Automated DACC provides the caller an option of having an interactive automated system complete a call to the called telephone number listing received from Directory Assistance without the caller hanging up and originating a new call.

- .1 The Company will offer Automated DACC only where technical capability exists to terminate the call to a location in the United States.
- .2 For Customers that subscribe to any of the Company's outbound Services that require Switched Access to reach the long distance network, Automated DACC is available for Directory Assistance accessed via 1 + area code + 555-1212. Automated DACC is blocked via all other access methods.

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.2 Directory Assistance Services (continued)

3.2.4 Features (continued)

(B) Automated DACC (continued)

- .3 Automated DACC calls may not be completed via Group 2 Toll Free Access Numbers.
- .4 When two directory listings are requested, Automated DACC is available for completing the call to the first or second listing.
- .5 Once the caller is provided the desired telephone number, the caller is offered call completion.
- .6 Manual completion of the call from the Directory Assistance operator is not available.

(C) Call Completion By Long Distance Operator

Manual call completion may be required for disabled callers or for callers that originate calls from rotary telephones. These callers should contact the long distance operator for connection to the Directory Assistance operator and request the long distance operator stay on the line to complete the call.

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.2 Directory Assistance Services (continued)

3.2.5 Application of Charges

(A) General

- .1 Directory Assistance charges apply whether or not the Directory Assistance operator furnishes the requested telephone number(s) (e.g., the requested telephone number is unlisted, non-published or no record can be found).
- .2 Customers will be billed a charge for each request of two listings or portion thereof.
- .3 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.2 Directory Assistance Services (continued)

3.2.5 Application of Charges (continued)

(A) General (continued)

.4 Any calls to Directory Assistance utilizing an operator will be billed the Directory Assistance charge plus the applicable operator services per call charges. If the Customer reaches a long distance operator and the long distance operator connects the Customer to Directory Assistance, the following charges apply:

- .a Directory Assistance charge pursuant to Section 4.2 of this Tariff and
- .b operator dialed per call charge pursuant to Section 4.1.1 or Section 4.1.2 of this Tariff.

If the long distance operator stays on the line to complete the call for the caller, usage charges also apply pursuant to Section 4.1.1 or Section 4.1.2 of this Tariff.

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

- 3.2 Directory Assistance Services (continued)
 - 3.2.5 Application of Charges (continued)
 - (B) Automated DACC

The Automated DACC charge applies in addition to the Directory Assistance per-call charge if the caller accepts the offer. The Automated DACC charge will not apply if the call is not completed. The DACC charge and the associated usage charges for the completed call will be billed using the same billing option used for the originating call to Directory Assistance. In addition to the DACC charge, the Customer will be billed the directory assistance charge and the appropriate usage charge.

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.3 MTS

(A) General

MTS is an intercity long distance Service available to Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. With MTS, calls are originated from other than a public or semipublic coin telephone. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers.

MTS is available to Customers that presubscribe to the Company for long distance Service. If a Customer presubscribes to the Company for the provision of outbound long distance Service and does not select one of the Company's optional price plans, the Company will provision MTS Service on the Customer's initial order for Service.

(B) Business

Charges are usage sensitive and vary by day-of-week and time-of-day. Calls are billed in one (1) minute increments, with minimum call duration of one (1) minute. Peak and off peak rates apply. The peak rate period is 8:00 a.m. to but not including 5:00 p.m., Monday through Friday. The off-peak rate period is all other times. The off-peak rates apply on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Calls billed under this Service offering will not qualify for promotional rates.

(B) Residential

Customers may subscribe to MTS service for the provisions of intraLATA only calling (local toll), interLATA only calling (interstate and intrastate), or intraLATA and interLATA calling combined.

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Calls are billed in one (1) minute increments, with a minimum call duration of one (1) minute.

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Tariff F.C.C. No. 18
1st Revised Page 66
Cancels Original Page 66
Transmittal No. 168
Issued: February 4, 2014
Effective: February 14, 2014

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.4 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.5 Miscellaneous Service Information

3.5.1 Timing of Calls

(A) On Station-to-Station calls and on Direct-Dialed calls chargeable time begins when the called station answers and the connection is established between the calling station and the called station, miscellaneous common carrier, mobile radio system, or PBX system. Answer detection is determined based on standard industry answer detection methods, including hardware and software answer detection. However, when Services are directly connected to a Customer-provided communications systems at the Customer's or End User's premises, chargeable time begins when a call terminates in, or passes through, the first Customer equipment on that Customer-provided communications system. It is the Customer's responsibility to furnish appropriate answer supervision to the point of interface with the Company's Service so that chargeable time may begin.

(B) Reserved for Future Use

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(C) Chargeable time ends when the calling station hangs up thereby releasing the network connection. If the called station hangs up but the calling station does not, chargeable time ends when the network connection is released either by the automatic timing equipment in the telecommunications network or by the operator.

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.5 Miscellaneous Service Information (continued)

3.5.2 Application of Charges - Rounding

Each usage sensitive Switched Service has its own specific initial period and additional period (collectively referred to as billing increments) as specified in Section 3 of this Tariff. For all Services, fractions of a billing increment are rounded up to the next higher increment for billing purposes. The usage charges for each completed call during a billing month will be computed. If the charge for the call includes a fraction of a cent of \$.005 or more, the fraction of such charge is rounded up to the next higher whole cent. Otherwise, the charge is rounded down to the next lower whole cent. Rounding for charges for Service(s) is on a call-by-call basis.

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.5 Miscellaneous Service Information (continued)

3.5.3 Obligations of a Reseller

- (A) The terms and conditions of this Tariff, including but not limited to the obligations contained in Section 2 hereof, apply to Customers that are Resellers. Failure to comply with any term, rule, or regulation of this Tariff may result in the Company immediately and irrevocably terminating Service(s) without incurring any liability. Notification of termination of Service(s) may be in writing or in another expeditious manner selected by the Company.
- (B) In the event of non-payment by a Reseller's subscriber, the Company may be requested by the Reseller to block such subscribers's service because of non-payment of charges. Before the Company blocks Service to a Reseller's subscriber, the Reseller must certify that proper notice has been given to the subscriber. Proper notice must meet state and federal rules for Blocking Service due to non-payment. The Reseller is responsible for all costs incurred to disconnect or block the location from Service(s).
- (C) Resellers will be responsible for paying all taxes, surcharges, and fees based upon the taxing jurisdiction's rules and regulations.
- (D) In addition to the other provisions in this Tariff, Resellers will be responsible for all interaction and interface with their own subscribers or customers. The provision of Service will not create a partnership or joint venture between the Company and the Reseller nor result in a joint offering to third parties.

SECTION 3 – DESCRIPTION OF SWITCHED SERVICES

3.5 Miscellaneous Service Information (continued)

3.5.3 Obligations of a Reseller (continued)

- (E) If the Customer resells Services, the Reseller is responsible for providing all billing, collection, and customer service functions for all of its locations, including resolving any unauthorized presubscription disputes.
- (F) In addition to the other provisions in this Tariff, Resellers must have the appropriate authority in all areas where the Reseller provides service and provide such documentation to the Company when requested.
- (G) If a Reseller switches a subscriber's long distance provider without obtaining permission from the subscriber, the Company may charge the Reseller for the unauthorized presubscription change charges plus all additional charges imposed and costs incurred. The Reseller is financially liable for all lines at all locations until such time as the lines and/or locations are presubscribed to a different long distance service provider. In instances where the Reseller has presubscribed lines and/or location to its Service without proper authorization, the Reseller must:
 - .1 Inform the subscriber of the unauthorized change in long distance service providers; and
 - .2 Insure that the subscriber's service is returned to the long distance service provider of choice; and
 - .3 Pay all applicable charges.