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## OPERATOR SERVICES

### 17.1 General

Operator Service is provided to customers from SWBT Operator Service System (OSS) Tandem locations. Operator Call Processing, an Operator Service, provides the ability to perform call processing activities for customers through the use of the SWBT operators. Operator Call Process Service is deployed at all SWBT end offices in a Local Access and Transport area (LATA). The OSS Tandem locations are provided in Volume 4 of the Southwestern Bell Interexchange Customer Information Handbook.

Operator Call Processing Service is provided as individual Inward (D) Assistance functions (Operator Assistance). This service provides for (D) the use of the SWBT OSS equipment and operators associated directly with providing the specific Operator Call Processing activity.

Operator Call Processing is provided in conjunction with the rules, regulations and services of the specified Access Services found in Section 2 (General Regulations), Section 3 (Carrier Common Line Access Service), Section 5 (Ordering for Access Service) and Section 6 (Switched Access Service).

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OPERATOR SERVICES

17.2 Service Descriptions

17.2.1 Reserved for Future Use

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**17.2 Service Descriptions (Cont'd)**

**17.2.2 Inward Assistance Service Description**

Inward Assistance Service provides operator on inward calls received from participating customers. Inward Assistance is provided when a participating customer's operator contacts a SWBT OSS operator requesting dialing and/or routing assistance. Inward Assistance functions will be performed for only one telephone number per inward call received. The Inward Assistance available are detailed as follow:

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(C) **Operator Assistance** - The OSS operator will provide the customer with dialing or routing assistance such as identifying a city when given only a NPA-NXX or verifying that a specific number is a coin station.

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## OPERATOR SERVICES

### 17.3 Service Provisioning

#### 17.3.1 Manner of Provisioning

- (A) Operator Call Processing trunking between the customer's premises and the OSS Tandem is provisioned as Switched Access Feature Group D (FGD) service and may be arranged, per the customer's request, as either 1-way or 2-way service. These trunk groups are established as final trunks and will be assigned data registers to obtain usage, peg count, and overflow attempt information. If a trunk(s) does not currently exist between the customer's premises and the OSS Tandem(s), the customer must establish FGD service to SWBT's OSS Tandem(s). SWBT will provide trunk side switching along with trunk answer and disconnect supervisory signaling to the customer.
- (B) (Reserved for Future Use)
- (C) When the OSS Tandem also functions as the Message Toll Service (MTS) Access Tandem, the customer may combine Operator Call Processing traffic with its MTS Switched Access traffic between the OSS Tandem and the customer's premises provided the trunk group has the same signaling and routing requirements as specified for Inward Assistance. However, Operator Call Processing traffic may not be combined with MTS Switched Access traffic if the customer provides operator functionality or coin station control.
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17.3 Service Provisioning (Cont'd)

17.3.2 Reserved for Future Use

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### 17.3 Service Provisioning (Cont'd)

#### 17.3.3 Design Blocking

Trunks between the customer's premises and the OSS Tandems will follow the normal FGD blocking criteria as set forth in 6.7.3 (Design Blocking Probability). SWBT will perform routine measurement functions to inform the customer that an adequate number of transmission paths are in service to meet the normal FGC or FGD design blocking levels. However, capacity levels and trunk quantities will be the responsibility of the customer. (D)

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## OPERATOR SERVICES

### 17.3 Service Provisioning (Cont'd)

#### 17.3.4 Interface Groups and Transmission Parameters

Operator Call Processing will utilize the same interface groups and transmission specifications as specified in 6.7.6 (Interface Groups) (T)  
and 6.7.7 (Transmission Specifications). (T)



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### 17.3 Service Provisioning (Cont'd)

#### 17.3.5 Signaling

- (A) The customer shall provide the necessary on-hook, off-hook, answer supervision, and disconnect supervision at the customer's premises.

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- (B) For Inward Assistance, the Telephone Company will provide Equal Access signaling for FGD service. (T)
- (C) Signaling specifications for Operator Call Processing Service are set forth in Technical Reference FR-NWT-000271. (T)

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### 17.3 Service Provisioning (Cont'd)

#### 17.3.6 Testing

Acceptance testing for Operator Call Processing and Testing Capabilities for FGD services utilized in conjunction with Operator Call Processing will be provided as set forth in 6.7.9 (Testing). (D)

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### 17.3 Service Provisioning (Cont'd)

#### 17.3.7 Design Layout Report

Upon request, SWBT will provide to the customer, the make-up of facilities and services provided from the customer's premises to the OSS Tandem. This information will be provided in the form of a Design Layout Report. The Design Layout Report will be provided at no charge and will be reissued or updated whenever the facilities provided for the customer's use are materially changed.

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**OPERATOR SERVICES**

**17.4 Liability of SWBT**

In addition to the liability statements as set forth in Section 2 (General Regulations), the following also applies.

- (A) SWBT's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a customer or any others, for damages arising out of negligent mistakes, omissions, interruptions, delays or errors, defects in transmission, omission from or defects in the applicable list of customers or transfers to customers occurring in the course of furnishing service hereunder, SWBT's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of time during which such mistake, omission, interruptions, delays, errors, defects in transmission or service, omission from or defects in the applicable list of customers or transfers to customers continues. However, any such mistakes, omissions, interruptions, delays, errors, defects in transmission or service, omission from or defects in the applicable list of customers or transfers to customers which are caused by or contributed to by the negligent omission or willful act of the customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon SWBT. SWBT expressly disclaims any express or implied warranty for the aforesaid service or offering including no warranty of merchantability or warranty of fitness for any particular purpose. It is expressly acknowledged by all subscribers to the aforesaid service that errors, mistakes and omissions can and will occur and that SWBT neither warrants nor guarantees faultless or perfect service or transmission.
- (B) The customer indemnifies and saves SWBT harmless against claims for libel, slander, or infringement of copyright and trademark arising from the information transmitted over facilities furnished hereunder and against all other claims arising out of any act or omission of the customer in connection with facilities provided by SWBT.
- (C) The customer indemnifies and saves SWBT harmless against claims or suits for damages arising where the connection between the calling end user and a local emergency agency is in some way faulty or impaired, due in whole or in part to the negligent mistake or delay of SWBT. Examples of this may include, but are not limited to, instances in which SWBT, through negligent mistake or delay, may provide an incorrect local emergency agency number, delay in locating a local emergency agency number, or disconnect an in-progress call between a calling end user and a local emergency agency.

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## OPERATOR SERVICES

### 17.5 Rate Regulations

This section contains the specific regulations governing the rates and charges which apply for Operator Call Processing Service.

Operator Call Processing is ordered under the Access Order provisions set forth in Section 5 (Ordering for Access Service). The Access Order Charge applicable for Switched Access Service will apply per access order for the installation, addition, change or rearrangement of Operator Call Processing service. Other Access Order Charges in Section 5 may also apply. In addition, jurisdictional reporting will apply as required in 2.4 (Jurisdictional Reports).

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17.5 Rate Regulations (Cont'd)

17.5.1 Reserved for Future Use

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**17.5 Rate Regulations (Cont'd)**

**17.5.2 Inward Assistance**

The rates shown following apply to Inward Assistance service.

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- (A) The Inward Assistance function rate category provides for the use of SWBT OSS equipment and operators associated with providing operator assistance on inward calls received from participating access customers. (D)  
(D)

In addition to including all operator work time and equipment necessary to perform the requested operator function, these rates also include the recurring traffic sensitive usage costs associated with premium Switched Access Service.

Inward Assistance service rates are specific to the operator function performed and are applied per OSS operator attempt. The specific rates for Inward Assistance service follow:

(D)

- (1) Operator Assistance - applicable per Operator Assistance attempt. (D)  
(C)
- (B) Nonrecurring Switched Access charges are applicable as specified in 6.8 (Rate Regulations) and 6.9 (Rates and Charges).
- (C) Recurring Switched Access rates including CCL and ICAC charges are not applicable for Inward Assistance.

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**OPERATOR SERVICES**

**17.6 Rates and Charges**

The following rates are shown with the applicable USOC, where appropriate.

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**(A) Reserved for Future Use**

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**(B) Inward Assistance**

Per Attempt

(1) Operator Assistance (ZZUOH)

0.22

(D)

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