

**OPERATOR ASSISTED LOCAL CALLS**

A. General

Operator will, at the customer's request, complete local calls.

B. Rates

The service Charge for Operator Station or Person, as appropriate, as provided in this Section of (C) this guidebook, applies.

**OPERATOR ASSISTED MESSAGE TOLL SERVICE CALLS**

(C)

Operator Assisted Call Charges apply to all completed calls not specified in Part 9, Section 1 preceding, and the following classes of Operator Assisted Calls.

**A. Classes Of Operator Assisted Calls<sup>/1/</sup>**

(C)

(D)

(D)

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

(N)

(N)

**OPERATOR ASSISTED MESSAGE TOLL SERVICE CALLS (Cont'd)**

## A. Classes Of Operator Assisted Calls (Cont'd)

## 2. Collect Calls (Reversal of Charges)

Charges for all operator handled telephone calls may, upon request, be reversed, that is, charged against the called telephone, except public or semi-public telephones, provided the charges are accepted at the called telephone.

## 3. Third Number Billed Calls

Third Number Billed Calls are calls placed by a person authorized, as determined by the Telephone Company, to charge a call to a telephone number other than the number of the station from which the call originates, or the station at which the call terminates.

(D)

## 4. Payphone Set Use Charge

The Payphone Set Use Charge applies to completed non-sent paid calls originated from a payphone. It is applied in accordance with FCC Docket 96-128 in order to recover the costs of per-call compensation to Payphone Service Providers. 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-Assisted Call Charges specified in paragraph 2. B. following.

**2. OPERATOR ASSISTED MESSAGE TOLL SERVICE CALLS (Cont'd)****B. Operator Assisted Call Charges (Per Call - All Mileage)**

Description /Billing Code/	Price
1. Person-to-Person calls, including Collect, Inmate calls	8.95
2. Station-to-Station calls	
- Third Number Billing	4.95
- Other, including requests for Time and Charges	2.95
- Collect, excluding Collect-Inmate calls	3.95
- Collect-Inmate <sup>/1/</sup>	3.95
Usage rates on operator-assisted local calls from inmate facilities billed to Ameritech accounts may be billed at a per-minute rate of \$.10.	
	(D)
3. Payphone Set Use Charge	.30

<sup>/1/</sup> Applicable only to Operator Assisted calls from inmate phones at a correctional institution.

3. OPERATOR STATION SERVICE CHARGES

- A. At the discretion of the Company, inmate calling Operation Station Service Charge may be negotiated on an individual customer basis. This guidebook is filed under Sec. 196.194, Wis. Stats. Therefore, any contract or amendment to such a contract shall be compensatory as determined under Sec. 196.204 (5) and (6) Wis. Stats. Within 20 days after a contract or an amendment to such a contract has been executed, the Company shall submit to the Commission written notice of the general nature of the contract and the parties to the contract.
- B. The receipt of notification of any contract or amendment to a contract established under this guidebook shall not constitute approval of all terms and provisions therein. The Commission retains jurisdiction to investigate on its own motion or upon complaint any contractual term or provision under which the guidebook service is offered, and to take any necessary action pursuant to such investigation, including issuing orders.