OPERATOR SERVICES
MESSAGE TOLL SERVICE

A. APPLICATION OF GUIDE

This Guide applies to Operator Message Toll Service between points within a Local Access and Transport Area (LATA) and within the State of Pennsylvania. The points between which service is furnished on a local basis are indicated by the Local General Tariffs governing the rates for exchange service.

B. GENERAL REGULATIONS

1. DEFINITION

Operator Message Toll Service is that of furnishing facilities for communication between stations in different local service areas of the same LATA in accordance with the regulations and system of rates specified in this Guide. The rates specified in this Guide are in payment for all service furnished between the calling and called stations.

2. UNDERTAKING OF TELEPHONE COMPANY

The Telephone Company offers, subject to the terms and conditions specified in this Guide, the use of its facilities where available for communication between customers.

3. PRIORITY OF SERVICE

In case a shortage of facilities exists at any time either for temporary or protracted periods, the furnishing of message toll service shall take precedence over the use of lines between central offices for the furnishing of special services.

4. LIABILITY OF TELEPHONE COMPANY

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission, or failures or defects in the Company's equipment occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission, or failure or defect in the Company's equipment occurs. Adjustments within the limits provided herein may be made by direct payment to the customer or by credit to the customer's account.

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B. GENERAL REGULATIONS (Cont'd)

5. USE

Use of Service for Unlawful Purposes

Service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of the law, or if the Telephone Company receives other evidence that such service is being or will be so used.

6. SERVICE USED FOR DATA TRANSMISSION

a. Message toll service is available for use on a two-point service basis with data transmitting and/or receiving equipment for the transmission and reception of data signals.

b. The regulations and rates for each call made for the purpose of transmitting data signals are those applicable in this Guide for Operator Services.

C. OPERATOR MESASGE TOLL SERVICE

1. DEFINITIONS

Bill to Third Party[1]

The term "Bill to Third Party" denotes a billing arrangement by which a call may be charged to an authorized station as determined by the Telephone Company other than the station originating the call or the station where the call is terminated.

[1] Effective August 8, 2016, Bill to Third Party will be discontinued and will not be accepted as a billing arrangement for calls.

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C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

1. DEFINITIONS (Cont'd)

Collect Call[1]

The term "Collect Call" denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station. A collect call may be billed to a third party number. In the case of a collect call to a pay telephone the charges must be billed to a third party number, or the call may be reoriginated from the called station.

Operator Person-to-Person[1]

The term "Operator Person-to-Person" denotes that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through customer provided equipment (CPE).

When, after the station called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person or mobile station to be reached through a Miscellaneous Common Carrier attendant, or to any other station, department or office to be reached through a Centrex or PBX attendant, the classification of the call remains person-to-person.

Station

The term "Station" denotes the network control signaling unit and any other equipment provided in accordance with Telephone Exchange Service Tariffs or Guides of the Telephone Company's concurring and connecting carriers, Tariffs or Guides of this Telephone Company's other participating carriers, or furnished by foreign telephone administrations, at a customer's premises or at pay telephone locations which enables a customer to establish communications connections and to effect communications through such connections.

Station-to-Station

The term "Station-to-Station" denotes that service where the person originating the call dials the telephone number desired or gives to the Telephone Company operator the telephone number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex, PBX, Centrex station, or PBX station which is reached directly rather than through a Centrex or PBX attendant, or gives only the name and address under which the number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex or PBX is listed and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a Centrex or PBX attendant.

* Effective July 1, 2010 Verizon PENNSYLVANIA INC. Calling Cards will be discontinued and will not be accepted as a billing arrangement for calls.

1 Effective August 8, 2016, Collect Call and Operator Person-to-Person will be discontinued and will not be accepted as a billing arrangement for calls.

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C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

1. DEFINITIONS (Cont'd)

The classes of service offered are as follows:

"Coin Paid Customer Dialed" is that service where the person originates the call from a Network Controlled Coin Line telephone, dials "1" plus the called number, and pays for the call by depositing the coins in the coin telephone.

"Operator Station" is that service where the person originating the call dials "0" plus the called number and charges the call to a third number[1], special billing number or makes the call collect. "Operator Station" is also that service where the person originating the call dials "0" and requests the operator to dial the desired number and charge the call to a third number[1], special billing number, make it a collect call[1] or pay for the call. All Station Time and Charge Requests are also included in this category.

"Mechanized Station" is that service where the person originating the call dials "0" plus the called number and charges the call to a third number or makes the call collect[1] by following the instructions of the automated operator rather than requesting the assistance of the live operator.

* Effective December 21, 2009, Operator Dialed Ring Back Service is hereby cancelled and withdrawn and no longer available.

** Effective July 1, 2010 Verizon Pennsylvania Inc. Calling Cards will be discontinued and will not be accepted as a billing arrangement for calls.

[1] Effective August 8, 2016, Third Number and Collect Calls will be discontinued and will not be accepted as a billing arrangement for calls.

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C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

2. PROCEDURE FOR DETERMINING A RATE

a. In order to determine the rate for a given class of service between two points within a LATA and within the State of Pennsylvania, the steps to be followed are:

(1) Refer to the Telephone Company's Rate Guide and note the V and H coordinates for the rate centers involved, together with any other rate information in the V-H coordinate columns. In accordance with the instructions therein determine the rate airline distance between the rate centers involved.

(2) For Harrisburg, Philadelphia, and Pittsburgh, to points for which the direct distance is 40 miles or less from the respective zones, toll rates are based on the airline distance between the points. To points for which the direct distances to the respective zones are more than 40 miles, toll rates are based on the distances to Zone 1 with a minimum of 41 miles.

(3) Refer to the appropriate Table of Rates in 8. following. Opposite the rate mileage step which includes the mileage determined as in (1) preceding will be found the rates for service between the rate centers involved.

3. METHOD OF APPLYING RATES

Message toll service rates between points within a LATA in Pennsylvania are based on the airline distance between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest and in the large metropolitan areas there are several rate centers. Each exchange area has one rate center except the Harrisburg, Philadelphia, Pittsburgh, Philadelphia Suburban and Pittsburgh Suburban exchange areas which are divided into zones each of which has a separate rate center.

For the purpose of determining the rate distances a vertical (V) and horizontal (H) coordinate system is used. The V-H system consists of a series of coordinates which represent a theoretical grid of vertical and horizontal lines covering the State of Pennsylvania. The spacing between these lines is about 1670 feet and an intersection of any two grid lines represents the center of an area approximately one-tenth of a square mile designated by the two coordinates.

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C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

3. METHOD OF APPLYING RATES (Cont'd)

The location of a rate center expressed in latitude and longitude can be converted mathematically to its grid location, i.e., vertical (V) and horizontal (H) coordinates. These coordinates permit calculation of the distance between any two such rate centers. The rate applicable for the distance so obtained is as provided in 8A. following.

The V and H coordinates for each rate center, and the rate center for each central office, within the LATA'(s) within the State of Pennsylvania are listed in the Rate Guide.

When service is available to a point not listed in the Rate Guide, the rate center is the rate center for the central office through which exchange telephone service is furnished.

Rates for messages are based upon the day of the week and the time of day that each initial minute or additional minute begins.

4. INITIAL MINUTE AND ADDITIONAL MINUTES

Rates are provided in terms of initial minute and additional minutes for Day, Evening (Off-Peak) and Night & Weekend rate periods.

a. Message Toll Service

Initial minute rates given in the Table of Rates in 8A. following are for connections of one minute or any fraction thereof.

b. All additional minute rates given in the Table of Rates in 8A. following are for each additional minute or any fraction thereof that the connection continues beyond the initial minute.

5. TIMING OF MESSAGES

a. The time when the connection is established, (determined in accordance with the time - standard or daylight saving - observed at the location of the rate center of the calling station) determines whether Day, Evening (Off-Peak) or Night & Weekend rates apply.

(1) In cases where a message begins in one rate period and ends in another, the rate in effect at that time the connection is established applies to the initial minute. The rate for each additional minute is the rate in effect at the beginning of each additional minute of usage.

(2) On person-to-person messages, chargeable time begins when connection is established between the calling person and the particular person or station specified, or an agreed alternate.

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C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

5. TIMING OF MESSAGES (Cont'd)

b. 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 by automatic timing equipment in the network.

c. Chargeable time does not include time lost because of faults or defects in the service.

d. When exchange service used for Operator Services Message Toll Service is connected through a Service Terminating Arrangement or Connecting Arrangement at a customer's premises to a communications system, chargeable time for all calls begins when a call from the telecommunications network terminates in or passes through the first terminal equipment on that communications system. It is the customer's responsibility to furnish answer supervision so that chargeable time may begin.

6. REVERSAL OF CHARGES (COLLECT CALLS[1])

The regularly established Operator Station-to-Station or Operator Person-to-Person[1] rates apply.

7. RATES APPLICABLE ON CERTAIN HOLIDAYS

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day the rate applicable is the Evening (Off-Peak) rate, unless a lower rate would normally apply.

8. TABLE OF RATES

a. Toll Rate Schedule

	DAY		EVENING (OFF-PEAK)		NIGHT & WEEKEND	
Rate Mileage	Init. Minute	Each Add'l Minute	Init. Minute	Each Add'l. Minute	Init. Minute	Each Add'l. Minute
1-10	$.16	$.08	$.12	$.05	$.07	$.03
11-16	.18	.10	.15	.07	.09	.05
17-22	.20	.11	.17	.08	.10	.06
23-30	.22	.14	.19	.10	.12	.07
31-40	.26	.16	.21	.13	.13	.08
41-55	.27	.16	.21	.13	.14	.09
56-70	.27	.16	.21	.13	.14	.09
71-124	.27	.16	.21	.13	.14	.09
125-196	.27	.16	.21	.13	.14	.09

[1] Effective August 8, 2016, Collect Calls and Operator Person-to-Person will be discontinued and will not be accepted as a billing arrangement for calls.

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C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

8. TABLE OF RATES (Cont'd)

a. Toll Rate Schedule (Cont'd)

FOR OPERATOR-ASSISTED CALLS,
THE FOLLOWING SERVICE CHARGES APPLY:

Rate Schedule Charge Plus:	
Coin Paid Customer Dialed	0.65
Operator Station-to-Station[2]	3.75[!!]
Mechanized Station-to-Station	3.75[!!]
Mechanized Station-to-Station Corrections Collect Call[3]	1.75

b. TIME SCHEDULE:

Day, Evening and Night/Weekend Rates Apply As Follows:

(1)	Day:	8:00 AM to 5:00 PM, Monday through Friday
(2)	Evening:	5:00 PM to 10:00 PM, Monday through Friday
(3)	Night/Weekend:	10:00 PM to 8:00 AM, All Days 8:00 AM to 10:00 PM, Saturday and Sunday

c. Charges Paid for by Coin Deposits in a Network Controlled Coin Line telephone.

The charge for a call paid for by coin deposit in a Network Controlled Coin Line telephone is the sum, rounded to the nearer multiple of $.05, of the appropriate initial minute rate, additional minute charges and Operator Service Charge.

d. Corrections Collect Call[3] – IntraLATA Toll Rate

All periods	Applies to directly dialed station-to-station calls placed Sunday through Saturday, all time periods.
	The rate is $0.20 per minute or fraction thereof.

[2] Includes all Time and Charge request calls. Includes collect[3], special billing number, bill to a third number[3] calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

[3] Effective August 8, 2016, Collect Calls and Bill to a Third Number will be discontinued and will not be accepted as a billing arrangement for calls.

* Effective December 21, 2009, Operator Dialed Ring Back Service is hereby cancelled and withdrawn and no longer available.

** Effective July 1, 2010 Verizon Pennsylvania Inc. Calling Cards will be discontinued and will not be accepted as a billing arrangement for calls.

!! As of August 1, 2009, these charges are hereby effective.

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C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

9. RATES APPLICABLE ON MESSAGES PLACED BY CERTIFIED SPEECH AND/OR HEARING HANDICAPPED SPEECH AND/OR HEARING DISABLED

On calls placed by certified speech and/or hearing disabled customers who are incapable of verbal communication and use a telecommunications device (e.g. teletypewriter or similar keyboard communications terminal device) for communicating over the Message Toll Network, the rates in 10a. following will apply.

Certification of the speech and/or hearing disability requires the completion of an application form certified by an agency designated by the Telephone Company, or physician, otolarynologist or licensed speech-language pathologist or audiologist.

The rates in 10a. following also apply on all intraLATA toll calls placed through the Pennsylvania Relay Service. No certification is required for such rate application.

10. TABLE OF RATES APPLICABLE TO MESSAGES PLACED BY CERTIFIED SPEECH AND/OR HEARING DISABLED RESIDENCE CUSTOMERS

a. Toll Rate Schedule

	DAY		EVENING (OFF-PEAK)		NIGHT & WEEKEND	
Rate Mileage	Init. Minute	Each Add'l Minute	Init. Minute	Each Add'l. Minute	Init. Minute	Each Add'l. Minute
1-10	$.11	$.06	$.07	$.03	$.04	$.02
11-16	.13	.07	.09	.04	.06	.03
17-22	.14	.09	.11	.05	.06	.03
23-30	.16	.10	.13	.07	.08	.04
31-40	.18	.11	.14	.08	.08	.05
41-55	.19	.12	.15	.09	.09	.06
56-70	.20	.13	.16	.09	.10	.06
71-124	.21	.14	.16	.10	.10	.07
125-196	.22	.15	.17	.11	.11	.08

b. TIME SCHEDULE:

Day, Evening and Night/Weekend Rates Apply As Follows:

(1) Day: 8:00 AM to 5:00 PM, Monday through Friday

(2) Evening: 5:00 PM to 10:00 PM, Monday through Friday

(3) Night/Weekend: 10:00 PM to 8:00 AM, All Days
8:00 AM to 10:00 PM, Saturday and Sunday

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C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

11. Public Payphone Usage Surcharge

In addition to any applicable Operator Handled Service Charge, this fee applies to all completed Local and IntraLATA long distance calls that are made from a payphone and are not paid by coins being placed in the payphone box.

This fee does not apply to calls made to emergency numbers (911), calls to a telecommunications relay service, or local calls for which the caller has made the required coin deposit.

Rates and Charges, per access line

	Per Call
Public Payphone Usage.....	$.25

OPERATOR SERVICES
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D. CONFERENCE SERVICE

1. TOLL CONFERENCE SERVICE

a. Definition

Message toll conference service is that of furnishing connections between three or more main lines on one connection at the same time.

b. Conditions Under Which Service Is Furnished

(1) Service is furnished where and to the extent that facilities permit.

(2) All lines on a conference connection may be so interconnected that each may communicate with all the others, or arrangements may be made whereby one line will be the transmitting line and all others receiving lines.

(3) One class of service only is offered whether the call is to specified persons or specified telephones.

(4) The Telephone Company, upon request, will attempt to arrange for the establishment of a conference connection at a specified time.

c. Reversal of Charges (Collect Calls[1])

Charges for conference calls may, upon request, be reversed, provided:

(1) The total charge will be billed against one called line.

(2) The charge is accepted at the designated line.

d. Timing of Messages

(1) Chargeable time begins when connection is established between all the lines on the conference.

(2) Chargeable time ends on a given two-point connection of a conference call when the connection is terminated by the originating line or the called line.

(3) Chargeable time does not include time lost because of faults or defects in the service.

[1] Effective August 8, 2016, Collect Calls will be discontinued and will not be accepted as a billing arrangement for calls.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

D. CONFERENCE SERVICE (Cont'd)

1. TOLL CONFERENCE SERVICE (Cont'd)

e. Rates and Charges

The rates for a conference call are the sum of:

(1) the two-point initial minute and additional minute charges determined in accordance with C. preceding for a call between the originating line and each called line on the conference, and

(2) a service charge of $3.00 for each called line.

2. LOCAL CONFERENCE SERVICE

a. Definition

At points where the special equipment required for conference connections is in service, the Telephone Company will undertake to establish local conference connections between more than two lines, all of which are within the same local service area on one connection at the same time, all such lines being so interconnected that each may communicate with all the others. The total number of lines connected will be determined by equipment limitations.

These connections will be established on either a person-to-person[1] or station-to-station basis. The Telephone Company, at the request of a customer, will undertake to arrange for the establishment of a conference connection at a specified time.

Reversal of Charges (Collect Calls[1])

Charges for conference calls may, upon request, be reversed, provided:

(1) The total charge will be billed against one line.

(2) The charge is accepted at the designated line.

b. Rates and Charges

Where all lines in a conference connection are within the same local service area, the following rates apply:

(1) Usage Charge:
For each line in excess of the originating line:
Each one minute or fraction thereof ..... $ .05

(2) Service Charge:
For each called line 3.00

[1] Effective August 8, 2016, Person-to-Person and Collect Calls will be discontinued and will not be accepted as a billing arrangement for calls.