

OPERATOR SERVICES INFORMATION TARIFFSECTION C - SERVICE DESCRIPTION

1. Operator Services Classifications: Service provided under this Tariff is within the following classifications:

<u>Classification</u>	<u>Description</u>
(a)	Calls made from Company pre-subscribed payphones or institutional phones and which are completed with the assistance of a Company operator;
(e)	Calls which are billed to a Local Exchange Company, or Telecom Canada Calling Card, made from Company pre-subscribed payphones or institutional phones or from Commercial Service phones for which prearrangements with Company have been made;
(f)	Calls which are placed from Commercial Service phones for which prearrangements with Company have been made and are billed through third-party credit cards;
(g)	Calls which are placed from Commercial Service phones for which prearrangements with Company have been made and for which certain call parameters are provided to Customer on a real-time basis; and,
(h)	Calls (other than international calls, except for calls to Canada) which are placed from public and semi-public payphones for which Customer pays by inserting coins during the progress of the call (Coin-Sent-Paid). This classification is available in limited service areas in equal access exchange areas where facilities permit only.

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2. International Service: Rates for international service are country specific (i.e., do not change within a given country) and are in effect seven days per week, excluding, where specified, rates for service to and from Canada and Mexico. Unless otherwise specified, the time-of-day rate periods set forth in Appendix A apply. International calls which begin in one rate period and end in another will be charged the rate in effect at the time the connection is established. Charges for calls from the United States to international locations apply based upon the local time the call is placed at the call's point of origination. Charges for calls from international locations to the United States apply based upon the local time the call is placed at the call's point of termination. For international calls in which the called party hangs up and the calling party does not, the call may not be disconnected for between 10 and 60 seconds, during which period billing will continue until the time of disconnection.
- 2.1 Canada: For calls to Canada, the intercity mileage is calculated by using the formula presented in Table I, Part A2-2, and the Vertical and Horizontal Coordinates as obtained in Appendix B, Part B, and by reference to AT&T's Tariff FCC No. 10. Range designations for calls to Canada are set forth in Appendix B.
- 2.2 Mexico: Calls to Mexico will be rated according to: (1) the distance traveled in the United States from the point of origination to the border crossing; and (2) the distance from the Mexican border to the destination in Mexico. The Mexico portion of a call is determined by rate steps, which are set forth in Appendix D.

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OPERATOR SERVICES INFORMATION TARIFFSECTION C - SERVICE DESCRIPTION (Continued)2 International Service (Continued):

- 2.3 Atlantic, Indian, and Pacific Ocean Inmarsat Locations: Five types of calls to Atlantic, Indian, and Pacific Ocean Inmarsat locations are available, as follows.

Inmarsat Aeronautical Service: For digital-based calls made to aeronautical terminals using the dialing pattern of: International Access Code (011) + Ocean Region Code (three-digits) + Standard B Terminal number (nine-digits, beginning with, and including the digit "5").

Inmarsat Standard A Service: For analog-based calls made to mobile terminals using the dialing pattern of: International Access Code (011) + Ocean Region Code (three-digits) + Standard A terminal number (seven-digits, beginning with, and including the digits "1", "8", or "9").

Inmarsat Standard B Service: For digital-based calls made to mobile terminals using the dialing pattern of: International Access Code (011) + Ocean Region Code (three-digits) + Standard B Terminal number (nine-digits, beginning with, and including the digit "3").

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SECTION C - SERVICE DESCRIPTION (Continued)

2. International Service (Continued):

2.3 Atlantic, Indian, and Pacific Ocean Inmarsat Locations (Continued):

Inmarsat Standard M Service: For digital-based calls made to mobile terminals using the dialing pattern of: International Access Code (011) + Ocean Region Code (three-digits) + Standard M Terminal number (nine-digits beginning with, and including the digit "6").

Inmarsat Mini-M Service: For digital-based calls made to mobile terminals using the dialing pattern of: International Access Code (011) + Ocean Region Code (three-digits) + Mini-M Terminal number (nine-digits; beginning with, and including the digit "7").

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3. Directory Assistance: Directory Assistance offerings are provided subject to the provisions set forth in Section B-6.
- 3.1 For Customers who access Directory Assistance by dialing Area Code + 555-1212, an undiscountable charge of \$2.49 per call will be applied to each call requesting Directory Assistance for a number in the U.S. Mainland, Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, American Samoa, Guam and CNMI. An undiscountable charge of \$2.49 per call will be applied to each call requesting international Directory Assistance for a number in Canada; an undiscountable charge of \$7.94 per call will be applied to each call requesting international Directory Assistance for a number in all other countries.
- 3.1.1 Customer may request that the Directory Assistance operator complete the call to a number in the U.S. Mainland, Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, American Samoa, Guam or CNMI for the number provided under Section C-3.021171. Customer will be charged an additional undiscountable charge of \$0.35 per completed call. Customer will be charged the per-minute rate for direct dial usage originating via switched access for the Company service to which Customer is presubscribed for completed calls. Call completion is not available to Casual Callers or for calls to toll free, 500, 700, 900 and 976 numbers.

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4. Telecommunications Relay Service (TRS): TRS is a service which permits hearing or speech impaired customers who have been certified, in writing, by a licensed physician, audiologist, speech pathologist, or appropriate state or federal agency, as having a hearing or speech impairment which precludes oral communications and who use a Telecommunications Device for the Deaf (TDD), to complete calls to customers who do not use TDD, except that certification is not required for Customers of TRS who place calls from a payphone. Customers originating calls, either by voice or TDD, reach (i) Company's National TRS Center or (ii) a State TRS Center served by Company.

A completed call is rated as a call from the originating telephone number to the terminating telephone number. A 15 percent discount applies to per-minute usage charges for domestic calls placed through the Company National TRS Center. TRS rates and discounts do not apply to calls placed to 900 or 976 numbers. TRS calls are confidential.

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5. Text Telephone Service: Text Telephone Service rates are available to qualified hearing or speech impaired persons who have been certified, in writing, by a licensed physician, audiologist, speech pathologist, or appropriate State or Federal agency, as having a hearing or speech impairment which precludes oral communications and who have and use a text telephone for visual communications. Only one telephone number per residence may receive the benefits of Text Telephone Service.

The written certification of the speech or hearing impairment must be presented to a Company Customer Service Center or, if Company so chooses, proof of certification, as defined above, may remain on file with Customer's Local Exchange Carrier. Upon request, Company Customer Service will furnish applicants with a certification form.

A rate adjustment will be provided for use only by the speech or hearing impaired Customer and applies to calls that originate from and are billed to the telephone number of the certified speech or hearing impaired person only.

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6. Calculation of Charges: Unless otherwise specified, the following provisions apply.
- 6.1 Usage is calculated on a 60-second minimum duration basis, with additional 60-second increments.
 - 6.2 All calls are rounded to the next higher full minute.
 - 6.3 If the computed charge for a call includes a fraction of a cent, the fraction is rounded down to the next whole cent.
 - 6.4 When a domestic call is established in one time-of-day rate period and ends in another, the rate in effect in each rate period applies to the portion of the call occurring within that rate application period. For calls made to international locations, the rate period at the time the connection is established applies to the entire call.

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7. Special Features: The following features are available to institutional Customers (e.g., hotels, hospitals, universities).
 - 7.1 Special Closing Message: Company will provide a closing message designed specifically for the institutional Customer which will replace the standard closing message.
 - 8.2 Special Dialing Instructions: Company operators will provide callers with Customer-specified dialing instructions (e.g., how to reach the local operator, how to place a toll free call).

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SECTION C - SERVICE DESCRIPTION (Continued)

8. Special Calling Programs:

From time-to-time, Company may enter into arrangements with third parties in connection with provision of Operator Services to Customers. Rates, charges, terms and conditions associated with such arrangements which differ from the standard provisions of this Tariff are set forth in Section D-7.

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