

## OPERATOR SERVICES

### 1.0 Service Definitions

Domestic Operator Assistance is available by dialing "0" and International Operator Assistance is available by dialing "00." Additional applicable definitions may be accessed and viewed under "Additional Definitions", if applied.

### 2.0 Customer Obligations

Customer acquiring Operator Assistance which, in the ordinary course of its operations, makes telephone calls must:

- a. post on or near the telephone instrument, in plain view of consumers: the name, address and toll-free telephone number of the provider of operator services;
- b. provide a written disclosure that i) the rates for all operator-assisted calls are available on request; ii) consumers have a right to obtain access to the interstate common carrier of their choice; iii) Customers may contact their preferred interstate common carriers for information on accessing that carrier service using the telephone; and iv) the name and address of the Enforcement Branch of the Common Carrier Bureau of the Federal Communications Commission, to which the consumer may direct complaints regarding operator services;
- c. ensure that each of its telephones presubscribed to a provider of operator services allows consumers to use 800/888/877 and 950 access code numbers or any other carrier identification code (1010XXX) to obtain access to the provider of operator service desired by the consumer; and
- d. ensure that no charge by such Customer to the consumer for using an 800/888/877 and 950 access code, or any other access code number, is greater than the amount the aggregator charges for calls placed using the Customers presubscribed provider of operator services. Payment (on a location-by-location basis) of any compensation to the Customer, including commissions, shall not be made until such time as the blocking ceases.

### 3.0 Call Measurement

The duration of a call for billing purposes will be rounded to the next higher increment. Fractional cents will be rounded to the next higher cent. All calls are billed in sixty (60)-second increments.