

INTERSTATE OPERATOR SERVICES

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**3. RATES AND CHARGES**

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INTERSTATE OPERATOR SERVICES

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**3. RATES AND CHARGES**

<b>SUBJECT</b>	<b>SHEET</b>
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## INTERSTATE OPERATOR SERVICES

**3. RATES AND CHARGES****3.1 OPERATOR SERVICES**

- A. The rates and charges set forth are applicable to the Company's Operator Assisted Service Offerings based on the subscriber's election. The rates are applicable to calls originating within the State. The total charge for each completed operator assisted call consists of:
1. A one-time fixed operator surcharge that will be added to the first minute of each operator service call, and will be dependent on the type of billing selected (i.e., Person-to-Person);
  2. A per minute usage charge that will be added per call, and will be dependent on the duration, distance, and time of day of the call. The usage charge element is specified as duration, with a minimum charge for each call of one minute, and with fractional minutes of use thereafter counted as full minutes.
  3. Rate quotes are available to all users, at no cost, prior to completing an operator assisted call. Users are encouraged to request a rate quote if they are not clear on the rate option chosen by the subscriber from whose property the user is placing the call.

**3.1.1 TIME OF DAY**

Rates as follows:

Day	8AM – 5PM[1]	Monday through Friday
Evening	5PM – 11PM[1]	Sunday through Friday
Night/Weekend	11PM – 8AM[1]	Monday through Friday, and all day Saturday
	8AM – 5PM[1]	Sunday

**3.1.2 TIME INCREMENTS**

Rates are applied in whole unit increments of 60 seconds.

[1] To, but not including the times shown.

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## INTERSTATE OPERATOR SERVICES

**3. RATES AND CHARGES****3.1 OPERATOR SERVICES (CONT'D)****3.1.3 MISCELLANEOUS OPERATOR SERVICES CHARGES****A. Directory Assistance**

A Directory Assistance charge will be assessed for Directory Assistance calls. The following charge applies for each call to Directory Assistance, unless specified elsewhere in this tariff.

**CHARGE**

- Directory Assistance Charge \$1.99

**B. Payphone Surcharge**

A charge that applies to all Company carried non-coin calls (i.e. Billed to a Third Party, Calling Card or Collect) placed from pay telephones. This charge, which is in addition to standard tariffed usage charges, and any applicable surcharges associated with QCC services, applies for the use of the instrument used to access QCC service. The Payphone Surcharge is unrelated to the QCC service accessed from the payphone. This charge applies unless specified differently in another section of this Tariff. Customers will be charged the Payphone Surcharge for each call placed from payphones with the exception of the following:

- Calls placed by inserting coins during the progress of the call;
- Calls using Telecommunications Relay service
- Calls originated by customers certified as having qualified hearing or speech impairments.

**CHARGE**

- Payphone Surcharge \$0.60

**C. Universal Service Fund Surcharge**

As a result of regulatory reform, certain government subsidies and other government-imposed charges previously collected through local exchange access usage rates are now assessed directly upon interexchange carriers on a per-customer basis. The following flat rate charges may apply to the customer's total charges as a result. These charges will be itemized on the end user's bill and are in addition to the rates for services previously described in this tariff.

Universal Service Fund Surcharge on total long distance charges.

- Residence 12.3% (R)
- Business 12.3% (R)

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## INTERSTATE OPERATOR SERVICES

**3. RATES AND CHARGES****3.1 OPERATOR SERVICES****3.1.3 MISCELLANEOUS OPERATOR SERVICES CHARGES (CONT'D)****D. Non-Subscriber Surcharge (NSS)**

A Non-Subscriber Surcharge may be assessed and is applicable to interstate Operator Station (Collect, Billed to Third Party, and Person-to-Person, Station-to-Station) calls billed to telephone lines which are presubscribed to an interexchange carrier other than the Company. This charge is in addition to the usage rates applicable to such calls and is also in addition to any applicable service charges for Operator Station calls as specified in this tariff.

The Non-Subscriber Surcharge does not apply to: calls billed to calling cards or credit cards, conference calls, and calls billed to telephones lines which have discontinued presubscription to the Company but for whom an active billing record still exists in the Company's billing system.

**CHARGE**

- Non-Subscriber Surcharge \$3.50

**E. Property Imposed Fee (PIF)**

This charge may be assessed to the end user, and when assessed is passed through by the Company in its entirety to the subscriber for completed interstate operator –assisted calls. The amount of each end user's surcharge is designated by the subscriber and incorporated into the contract between the Company and the subscriber.

**MAXIMUM CHARGE**

- Property Imposed Fee \$7.50

**F. Minimum Call Duration and Billing Increments**

At the discretion of the Company or its subscriber, the Company may impose a minimum call duration period of no more than three (3) minutes for operator-assisted calls rated according to any of the rate tables listed elsewhere in this tariff.

## INTERSTATE OPERATOR SERVICES

**3. RATES AND CHARGES****3.2 OPERATOR SERVICES OFFERINGS**

The various Option A, Option B and Q.Collect service offerings that follow are available to the subscriber. The subscriber must make the selection of the desired service offering, and enter into an Operator Services contract with the Company. All applicable terms and conditions for the elected service offering will be set forth in the contract. The charges to an end user are set forth in the following Options. If the end user is not aware of the option elected by the subscriber/property from which they are placing a call, they should request a free rate quote prior to the completion of their call.

**A. Option Descriptions****1. Option A Services**

All of the "A" Options as specified in this Section are available to subscribers representing aggregate locations of Hotels/Motels, Payphones, University/Education Services, Hospitals, and the business and residential customers of Competitive Local Exchange Companies (CLECS) and other Carriers.

**2. Option B Services**

All of the "B" Options as specified in this Section are available to subscribers representing aggregate locations of Inmate/Correctional facilities.

**3. Option Q.Universal Collect**

The Q.Universal Collect Option as specified in this Section is for any transient end user that utilizes the Company's operator services by dialing 1-888-4-Collect (888-426-5532).

**4. Option Q.Collect**

Q.Collect Options as specified in this Section are for any transient end user that uses the 8XX number provided to the subscriber by the Company to complete automated and live operator assisted calls.

**5. Option 800 Connect**

800 Connect Option as specified in this Section is for any transient end user that uses the 8XX number provided to the subscriber by the Company to complete automated and live operator assisted calls.

**6. Option D**

Option D as specified in this Section is available for identified non-aggregate, non-operator service contracted business/residential QCC 1+ presubscribed subscribers.

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## INTERSTATE OPERATOR SERVICES

**3. RATES AND CHARGES****3.2 OPERATOR SERVICES OFFERINGS (CONT'D)****3.2.1 OPTION A-1**

## A. Rates and Charges

1. The following rates and charges are applicable to operator assisted calls processed by the Company.
  - a. Operator Surcharges – Interstate

Operator surcharges vary depending upon the billing option selected by the caller. The one time operator surcharge will be added to the first minute of each operator assisted call. This surcharge is in addition to the per minute usage charges.

**CHARGE****INTERSTATE**

Calling Card – Automated (0++)	\$ 6.99 (I)
Calling Card – Partially Assisted (0+-)	8.50 (I)
Calling Card – Fully Assisted (0--)	8.50 (I)
Credit Card – Automated (0++)	6.99 (I)
Credit Card – Partially Assisted (0+-)	8.50 (I)
Credit Card – Fully Assisted (0--)	8.50 (I)
Bill to Third Party – Automated (0++)	10.99 (I)
Bill to Third Party – Partially Assisted (0+-)	10.99 (I)
Bill to Third Party – Fully Assisted (0--)	10.99 (I)
Collect – Automated (0++)	8.50 (I)
Collect – Partially Assisted (0+-)	8.50 (I)
Collect – Fully Assisted (0--)	8.50 (I)
Person to Person – Partially Assisted (0+-)	13.50 (I)
Person to Person – Fully Assisted (0--)	13.50 (I)
Station to Station – Partially Assisted (0+-)[1]	10.99 (I)
Station to Station – Fully Assisted (0--)[1]	10.99 (I)

[1] These billing options are only available to business/residence customers of CLEC and other Carriers.

INTERSTATE OPERATOR SERVICES

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**3. RATES AND CHARGES**

**3.2 OPERATOR SERVICES OFFERINGS**

**3.2.1 OPTION A-1**

A.1. (Cont'd)

b. Operator Per Minute Usage Charges – Interstate

The following are the per minute usage charges that the user will incur when using the Company’s Operator Services. These charges will apply in addition to the applicable operator surcharge:

**INTERSTATE  
 USAGE CHARGE**

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute
0-9999	\$1.29 (I)	\$1.29 (I)	\$1.29 (I)	\$1.29 (I)	\$1.29 (I)	\$1.29 (I)

## INTERSTATE OPERATOR SERVICES

**3. RATES AND CHARGES****3.2 OPERATOR SERVICES OFFERINGS (CONT'D)****3.2.2 OPTION A-2**

## A. Rates and Charges

1. The following rates and charges are applicable to operator assisted calls processed by the Company.
  - a. Operator Surcharges – Interstate

Operator surcharges vary depending upon the billing option selected by the caller. The one time operator surcharge will be added to the first minute of each operator assisted call. This surcharge is in addition to the per minute usage charges.

**CHARGE****INTERSTATE**

Calling Card – Automated (0++)	\$4.99
Calling Card – Partially Assisted (0+-)	6.50
Calling Card – Fully Assisted (0--)	6.50
Credit Card – Automated (0++)	4.99
Credit Card – Partially Assisted (0+-)	6.50
Credit Card – Fully Assisted (0--)	6.50
Bill to Third Party – Automated (0++)	9.99
Bill to Third Party – Partially Assisted (0+-)	9.99
Bill to Third Party – Fully Assisted (0--)	9.99
Collect – Automated (0++)	6.50
Collect – Partially Assisted (0+-)	6.50
Collect – Fully Assisted (0--)	6.50
Person to Person – Partially Assisted (0+-)	9.99
Person to Person – Fully Assisted (0--)	9.99
Station to Station – Partially Assisted (0+-)[1]	9.99
Station to Station – Fully Assisted (0--)[1]	9.99

[1] These billing options are only available to business/residence customers of CLEC and other Carriers.

INTERSTATE OPERATOR SERVICES

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**3. RATES AND CHARGES**

**3.2 OPERATOR SERVICES OFFERINGS**

**3.2.2 OPTION A-2**

A.1. (Cont'd)

b. Operator Per Minute Usage Charges – Interstate

The following are the per minute usage charges that the user will incur when using the Company’s Operator Services. These charges will apply in addition to the applicable operator surcharge:

**INTERSTATE  
USAGE CHARGE**

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute
0-9999	\$0.8900	\$0.8900	\$0.8900	\$0.8900	\$0.8900	\$0.8900

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## INTERSTATE OPERATOR SERVICES

**3. RATES AND CHARGES****3.2 OPERATOR SERVICES OFFERINGS (CONT'D)****3.2.3 OPTION A-3**

## A. Rates and Charges

1. The following rates and charges are applicable to operator assisted calls processed by the Company.
  - a. Operator Surcharges – Interstate

Operator surcharges vary depending upon the billing option selected by the caller. The one time operator surcharge will be added to the first minute of each operator assisted call. This surcharge is in addition to the per minute usage charges.

**CHARGE****INTERSTATE**

Calling Card – Automated (0++)	\$ 5.85
Calling Card – Partially Assisted (0+-)	7.00
Calling Card – Fully Assisted (0--)	7.00
Credit Card – Automated (0++)	5.85
Credit Card – Partially Assisted (0+-)	7.00
Credit Card – Fully Assisted (0--)	7.00
Bill to Third Party – Automated (0++)	12.00
Bill to Third Party – Partially Assisted (0+-)	12.00
Bill to Third Party – Fully Assisted (0--)	12.00
Collect – Automated (0++)	7.00
Collect – Partially Assisted (0+-)	7.00
Collect – Fully Assisted (0--)	7.00
Person to Person – Partially Assisted (0+-)	12.00
Person to Person – Fully Assisted (0--)	12.00
Station to Station – Partially Assisted (0+-)[1]	12.00
Station to Station – Fully Assisted (0--)[1]	12.00

[1] These billing options are only available to business/residence customers of CLEC and other Carriers.

INTERSTATE OPERATOR SERVICES

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**3. RATES AND CHARGES**

**3.2 OPERATOR SERVICES OFFERINGS**

**3.2.3 OPTION A-3**

A.1. (Cont'd)

b. Operator Per Minute Usage Charges – Interstate

The following are the per minute usage charges that the user will incur when using the Company’s Operator Services. These charges will apply in addition to the applicable operator surcharge:

**INTERSTATE  
USAGE CHARGE**

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute
0-9999	\$0.9200	\$0.9200	\$0.9200	\$0.9200	\$0.9200	\$0.9200

## INTERSTATE OPERATOR SERVICES

**3. RATES AND CHARGES****3.2 OPERATOR SERVICES OFFERINGS (CONT'D)****3.2.4 OPTION A-4**

## A. Rates and Charges

1. The following rates and charges are applicable to operator assisted calls processed by the Company.
  - a. Operator Surcharges – Interstate

Operator surcharges vary depending upon the billing option selected by the caller. The one time operator surcharge will be added to the first minute of each operator assisted call. This surcharge is in addition to the per minute usage charges.

**CHARGE****INTERSTATE**

Calling Card – Automated (0++)	\$4.99
Calling Card – Partially Assisted (0+-)	6.50
Calling Card – Fully Assisted (0--)	6.50
Credit Card – Automated (0++)	4.99
Credit Card – Partially Assisted (0+-)	6.50
Credit Card – Fully Assisted (0--)	6.50
Bill to Third Party – Automated (0++)	9.99
Bill to Third Party – Partially Assisted (0+-)	9.99
Bill to Third Party – Fully Assisted (0--)	9.99
Collect – Automated (0++)	6.50
Collect – Partially Assisted (0+-)	6.50
Collect – Fully Assisted (0--)	6.50
Person to Person – Partially Assisted (0+-)	9.99
Person to Person – Fully Assisted (0--)	9.99
Station to Station – Partially Assisted (0+-)[1]	9.99
Station to Station – Fully Assisted (0--)[1]	9.99

[1] These billing options are only available to business/residence customers of CLEC and other Carriers.

INTERSTATE OPERATOR SERVICES

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**3. RATES AND CHARGES**

**3.2 OPERATOR SERVICES OFFERINGS**

**3.2.4 OPTION A-4**

A.1. (Cont'd)

b. Operator Per Minute Usage Charges – Interstate

The following are the per minute usage charges that the user will incur when using the Company’s Operator Services. These charges will apply in addition to the applicable operator surcharge:

**INTERSTATE  
USAGE CHARGE**

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute
0-9999	\$0.8900	\$0.8900	\$0.8900	\$0.8900	\$0.8900	\$0.8900

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## INTERSTATE OPERATOR SERVICES

**3. RATES AND CHARGES****3.2 OPERATOR SERVICES OFFERINGS (CONT'D)****3.2.5 OPTION A-5**

## A. Rates and Charges

1. The following rates and charges are applicable to operator assisted calls processed by the Company.
  - a. Operator Surcharges – Interstate

Operator surcharges vary depending upon the billing option selected by the caller. The one time operator surcharge will be added to the first minute of each operator assisted call. This surcharge is in addition to the per minute usage charges.

**CHARGE****INTERSTATE**

Calling Card – Automated (0++)	\$3.60
Calling Card – Partially Assisted (0+-)	3.85
Calling Card – Fully Assisted (0--)	3.85
Credit Card – Automated (0++)	3.60
Credit Card – Partially Assisted (0+-)	3.85
Credit Card – Fully Assisted (0--)	3.85
Bill to Third Party – Automated (0++)	5.00
Bill to Third Party – Partially Assisted (0+-)	5.00
Bill to Third Party – Fully Assisted (0--)	5.00
Collect – Automated (0++)	5.00
Collect – Partially Assisted (0+-)	5.00
Collect – Fully Assisted (0--)	5.00
Person to Person – Partially Assisted (0+-)	6.80
Person to Person – Fully Assisted (0--)	6.80
Station to Station – Partially Assisted (0+-)[1]	5.00
Station to Station – Fully Assisted (0--)[1]	5.00

[1] These billing options are only available to business/residence customers of CLEC and other Carriers.

INTERSTATE OPERATOR SERVICES

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**3. RATES AND CHARGES**

**3.2 OPERATOR SERVICES OFFERINGS**

**3.2.5 OPTION A-5**

A.1. (Cont'd)

b. Operator Per Minute Usage Charges – Interstate

The following are the per minute usage charges that the user will incur when using the Company’s Operator Services. These charges will apply in addition to the applicable operator surcharge:

**INTERSTATE  
USAGE CHARGE**

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute
0-9999	\$0.3800	\$0.3800	\$0.3800	\$0.3800	\$0.3800	\$0.3800

## INTERSTATE OPERATOR SERVICES

**3. RATES AND CHARGES****3.2 OPERATOR SERVICES OFFERINGS (CONT'D)****3.2.6 OPTION A-6**

## A. Rates and Charges

1. The following rates and charges are applicable to operator assisted calls processed by the Company.
  - a. Operator Surcharges – Interstate

Operator surcharges vary depending upon the billing option selected by the caller. The one time operator surcharge will be added to the first minute of each operator assisted call. This surcharge is in addition to the per minute usage charges.

**CHARGE****INTERSTATE**

Calling Card – Automated (0++)	\$ 6.36
Calling Card – Partially Assisted (0+-)	7.36
Calling Card – Fully Assisted (0--)	7.36
Credit Card – Automated (0++)	6.36
Credit Card – Partially Assisted (0+-)	7.36
Credit Card – Fully Assisted (0--)	7.36
Bill to Third Party – Automated (0++)	12.00
Bill to Third Party – Partially Assisted (0+-)	12.00
Bill to Third Party – Fully Assisted (0--)	12.00
Collect – Automated (0++)	7.36
Collect – Partially Assisted (0+-)	7.36
Collect – Fully Assisted (0--)	7.36
Person to Person – Partially Assisted (0+-)	12.00
Person to Person – Fully Assisted (0--)	12.00
Station to Station – Partially Assisted (0+-)[1]	12.00
Station to Station – Fully Assisted (0--)[1]	12.00

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INTERSTATE OPERATOR SERVICES

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**3. RATES AND CHARGES**

**3.2 OPERATOR SERVICES OFFERINGS**

**3.2.6 OPTION A-6**

A.1. (Cont'd)

b. Operator Per Minute Usage Charges – Interstate

The following are the per minute usage charges that the user will incur when using the Company’s Operator Services. These charges will apply in addition to the applicable operator surcharge:

**INTERSTATE  
USAGE CHARGE**

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute
0-9999	\$1.1600	\$1.1600	\$1.1600	\$1.1600	\$1.1600	\$1.1600

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## INTERSTATE OPERATOR SERVICES

**3. RATES AND CHARGES****3.2 OPERATOR SERVICES OFFERINGS (CONT'D)****3.2.7 OPTION A-7**

## A. Rates and Charges

1. The following rates and charges are applicable to operator assisted calls processed by the Company.
  - a. Operator Surcharges – Interstate

Operator surcharges vary depending upon the billing option selected by the caller. The one time operator surcharge will be added to the first minute of each operator assisted call. This surcharge is in addition to the per minute usage charges.

**CHARGE****INTERSTATE**

Calling Card – Automated (0++)	\$ 5.85
Calling Card – Partially Assisted (0+-)	7.00
Calling Card – Fully Assisted (0--)	7.00
Credit Card – Automated (0++)	5.85
Credit Card – Partially Assisted (0+-)	7.00
Credit Card – Fully Assisted (0--)	7.00
Bill to Third Party – Automated (0++)	12.00
Bill to Third Party – Partially Assisted (0+-)	12.00
Bill to Third Party – Fully Assisted (0--)	12.00
Collect – Automated (0++)	7.00
Collect – Partially Assisted (0+-)	7.00
Collect – Fully Assisted (0--)	7.00
Person to Person – Partially Assisted (0+-)	12.00
Person to Person – Fully Assisted (0--)	12.00
Station to Station – Partially Assisted (0+-)[1]	12.00
Station to Station – Fully Assisted (0--)[1]	12.00

[1] These billing options are only available to business/residence customers of CLEC and other Carriers.

INTERSTATE OPERATOR SERVICES

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**3. RATES AND CHARGES**

**3.2 OPERATOR SERVICES OFFERINGS**

**3.2.7 OPTION A-7**

A.1. (Cont'd)

b. Operator Per Minute Usage Charges – Interstate

The following are the per minute usage charges that the user will incur when using the Company’s Operator Services. These charges will apply in addition to the applicable operator surcharge:

**INTERSTATE  
USAGE CHARGE**

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute
0-9999	\$1.0400	\$1.0400	\$1.0400	\$1.0400	\$1.0400	\$1.0400

## INTERSTATE OPERATOR SERVICES

**3. RATES AND CHARGES****3.2 OPERATOR SERVICES OFFERINGS (CONT'D)****3.2.8 OPTION A-8**

## A. Rates and Charges

1. The following rates and charges are applicable to operator assisted calls processed by the Company.
  - a. Operator Surcharges – Interstate

Operator surcharges vary depending upon the billing option selected by the caller. The one time operator surcharge will be added to the first minute of each operator assisted call. This surcharge is in addition to the per minute usage charges.

**CHARGE****INTERSTATE**

Calling Card – Automated (0++)	\$ 6.36
Calling Card – Partially Assisted (0+-)	7.36
Calling Card – Fully Assisted (0--)	7.36
Credit Card – Automated (0++)	6.36
Credit Card – Partially Assisted (0+-)	7.36
Credit Card – Fully Assisted (0--)	7.36
Bill to Third Party – Automated (0++)	12.00
Bill to Third Party – Partially Assisted (0+-)	12.00
Bill to Third Party – Fully Assisted (0--)	12.00
Collect – Automated (0++)	7.36
Collect – Partially Assisted (0+-)	7.36
Collect – Fully Assisted (0--)	7.36
Person to Person – Partially Assisted (0+-)	12.00
Person to Person – Fully Assisted (0--)	12.00
Station to Station – Partially Assisted (0+-)[1]	12.00
Station to Station – Fully Assisted (0--)[1]	12.00

[1] These billing options are only available to business/residence customers of CLEC and other Carriers.

INTERSTATE OPERATOR SERVICES

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**3. RATES AND CHARGES**

**3.2 OPERATOR SERVICES OFFERINGS**

**3.2.8 OPTION A-8**

A.1. (Cont'd)

b. Operator Per Minute Usage Charges – Interstate

The following are the per minute usage charges that the user will incur when using the Company’s Operator Services. These charges will apply in addition to the applicable operator surcharge:

**INTERSTATE  
USAGE CHARGE**

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute	Initial Minute	Add'l Minute
0-9999	\$1.4800	\$1.4800	\$1.4800	\$1.4800	\$1.4800	\$1.4800