

6. OPERATOR SERVICES

A. General

The rates and charges set forth are applicable to Qwest's Operator Assisted Service Offerings. The rates are applicable to calls originating and terminating 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. All other terms and conditions, including applicable discounts (if any), customer eligibility, use/user criteria, and the like, are found in the Qwest FCC Interstate Informational Tariff and the Qwest Rates and Services Schedule.

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B. Directory Assistance

1. General Description

Directory Assistance service allows customers to obtain listing information comprised of a name, ZIP code and/or address and telephone number. Customers may access this service by dialing the area code (NPA) for the telephone number(s) desired plus 555-1212.

2. Rates and Charges

The following charges apply for each direct dialed call by the customer to Directory Assistance. This charge applies unless specified differently in another section of this Rate Schedule.

| | CHARGE |
|-------------|---------------|
| • Residence | \$1.99 |
| • Business | 1.99 |
| • MiCTA | 0.50 |

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C. Miscellaneous Operator Service Charges

1. Non-Subscriber Surcharge (NSS)

a. General Description

A Non-Subscriber Surcharge may be assessed and is applicable to intrastate 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 Rate Schedule.

b. Rates and Charges

The Non-Subscriber Surcharge does not apply to: calls billed to calling cards or credit cards, and calls billed to telephone 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

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C. Miscellaneous Operator Service Charges (Cont'd)

2. Payphone Surcharge

a. General Description

A charge applies to all Company carried non-coin calls (i.e. Billed to a Third Party, Calling Card or Collect) placed from pay telephones.

b. Rates and Charges

CHARGE PER CALL

- | | | |
|---|--------|-----|
| • Residence (Calls using a Consumer Calling Card or Home 800) | \$0.25 | |
| • Business (calls using worldcard or Toll Free service) | \$0.30 | |
| • Option B1 | \$0.55 | (T) |

6. OPERATOR SERVICES

C. Miscellaneous Operator Service Charges (Cont'd)

3. 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 customer. The amount of each customer's surcharge is designated by the customer and incorporated into the contract between the Company and the customer. The Property Imposed Fee applies to completed intrastate operator-assisted calls.

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D. Operator Services Offerings

The various service offerings that follow are available to the premises occupants/owners. The premises occupants/owners must make the selection of the desired service offering, and enter into a contract with the Company. All applicable terms and conditions for the elected service offering will be set forth in the contract. The charges to the end user are set forth in the following Options.

1. Option A

a. General Description

Operator Service calls placed with the assistance of a live or automated operator from telephones presubscribed to the Company.

b. Rates and Charges

(1) Operator Surcharges – InterLATA/IntraLATA

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 | |
|--|------------------|------------------|
| | INTERLATA | INTRALATA |
| Calling Card – Automated (0++) | \$0.50 | \$0.50 |
| Calling Card – Partially Assisted (0+-) | 0.50 | 0.50 |
| Calling Card – Fully Assisted (0--) | 0.50 | 0.50 |
| Credit Card – Automated (0++) | 0.50 | 0.50 |
| Credit Card – Partially Assisted (0+-) | 0.50 | 0.50 |
| Credit Card – Fully Assisted (0--) | 0.50 | 0.50 |
| Bill to Third Party – Automated (0++) | 0.50 | 0.50 |
| Bill to Third Party – Partially Assisted (0+-) | 0.50 | 0.50 |
| Bill to Third Party – Fully Assisted (0--) | 0.50 | 0.50 |
| Collect – Automated (0++) | 0.50 | 0.50 |
| Collect – Partially Assisted (0+-) | 0.50 | 0.50 |
| Collect – Fully Assisted (0--) | 0.50 | 0.50 |
| Person to Person – Partially Assisted (0+-) | 0.50 | 0.50 |
| Person to Person – Fully Assisted (0--) | 0.50 | 0.50 |
| Station to Station – Partially Assisted (0+-)[1] | 0.50 | 0.50 |
| Station to Station – Fully Assisted (0--)[1] | 0.50 | 0.50 |

[1] Charges are only applicable to Business/Residence Service (Presubscribed to Other Carriers).

6. OPERATOR SERVICES

D. Operator Services Offerings

1.b. (Cont'd)

(2) Operator Per Minute Usage Charges – InterLATA/IntraLATA

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

**INTERLATA
USAGE CHARGE**

| <u>Mileage Band</u> | DAY | | EVENING | | NIGHT/WEEKEND | |
|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|
| | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> |
| 0-9999 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 |

**INTRALATA
USAGE CHARGE**

| <u>Mileage Band</u> | DAY | | EVENING | | NIGHT/WEEKEND | |
|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|
| | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> |
| 0-9999 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 |

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D. Operator Services Offerings (Cont'd)

2. Option B1

(T)

a. General Description

This is an Inmate/Correctional service that allows calls to be placed with the assistance of an automated operator, and includes customer premises equipment that provides automated operator service from inmate/correctional facility telephones presubscribed to the Company.

b. Rates and Charges

(1) Operator Surcharges – InterLATA/IntraLATA

The one time operator surcharge will be added to the first minute of each operator service call in addition to the per minute usage charges. A message handling fee is included in the local charge.

(N)
 (N)

| | CHARGE | | | |
|---------------------------|------------------|------------------|--------------|-----|
| | INTERLATA | INTRALATA | LOCAL | |
| Collect – Automated (0++) | \$0.50 | \$2.25 (I) | \$1.74 | (N) |

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D. Operator Services Offerings
 2.b. (Cont'd)

(2) Operator Per Minute Usage Charges – InterLATA/IntraLATA

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

**INTERLATA
 USAGE CHARGE**

| <u>Mileage Band</u> | DAY | | EVENING | | NIGHT/WEEKEND | |
|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|
| | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> |
| 0-9999 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 |

**INTRALATA
 USAGE CHARGE**

| <u>Mileage Band</u> | DAY | | EVENING | | NIGHT/WEEKEND | |
|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|
| | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> |
| 0-9999 | \$0.16 (R) | \$0.16 (R) | \$0.10 (R) | \$0.10 (R) | \$0.10 (R) | \$0.10 (R) |

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D. Operator Services Offerings (Cont'd)

3. Option B2

a. General Description

This is an Inmate/Correctional service that allows calls to be placed with the assistance of an automated operator, and includes customer premises equipment that provides automated operator service from inmate/correctional facility telephones presubscribed to the Company.

b. Rates and Charges

(1) Operator Surcharges – InterLATA/IntraLATA

The one time operator surcharge will be added to the first minute of each operator service call in addition to the per minute usage charges. A message handling fee is included in the local charge.

| | CHARGE | | |
|---------------------------|------------------|------------------|--------------|
| | INTERLATA | INTRALATA | LOCAL |
| Collect – Automated (0++) | \$0.50 | \$1.95 | \$1.95 |

6. OPERATOR SERVICES

D. Operator Services Offerings
 3.b. (Cont'd)

(2) Operator Per Minute Usage Charges – InterLATA/IntraLATA

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

**INTERLATA
 USAGE CHARGE**

| <u>Mileage Band</u> | DAY | | EVENING | | NIGHT/WEEKEND | |
|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|
| | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> |
| 0-9999 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 |

**INTRALATA
 USAGE CHARGE**

| <u>Mileage Band</u> | DAY | | EVENING | | NIGHT/WEEKEND | |
|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|
| | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> |
| 0-9999[1] | - | - | - | - | - | - |

[1] Calls are limited to 20 minutes in duration.

6. OPERATOR SERVICES

D. Operator Services Offerings (Cont'd)

4. Q.Collect

(T)

a. General Description

Q.Collect provides Qwest designated 8XX numbers to end users at educational, healthcare and government facilities, and for special corporate or promotional applications, providing end users the ability to complete automated and live operator assisted telephone calls. End users process their calls through an automated call processor, charging such calls to a travel card; valid local telephone company issued card; or a major credit card. End users have the option to access a live operator if they wish to charge their calls to the destination number or a valid third party telephone number. 8XX numbers are unique to each entity as listed above and cannot be “shared” as common access.

b. Rates and Charges

(1) Operator Surcharges – InterLATA/IntraLATA

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 | |
|--|------------------|------------------|
| | INTERLATA | INTRALATA |
| Calling Card – Automated (0++) | \$0.50 | \$0.50 |
| Calling Card – Partially Assisted (0+-) | 0.50 | 0.50 |
| Calling Card – Fully Assisted (0--) | 0.50 | 0.50 |
| Credit Card – Automated (0++) | 0.50 | 0.50 |
| Credit Card – Partially Assisted (0+-) | 0.50 | 0.50 |
| Credit Card – Fully Assisted (0--) | 0.50 | 0.50 |
| Bill to Third Party – Partially Assisted (0+-) | 0.50 | 0.50 |
| Bill to Third Party – Fully Assisted (0--) | 0.50 | 0.50 |
| Collect – Automated (0++) | 0.50 | 0.50 |
| Collect – Partially Assisted (0+-) | 0.50 | 0.50 |
| Collect – Fully Assisted (0--) | 0.50 | 0.50 |
| Person to Person – Partially Assisted (0+-) | 0.50 | 0.50 |
| Person to Person – Fully Assisted (0--) | 0.50 | 0.50 |
| Station to Station – Partially Assisted (0+-) | 0.50 | 0.50 |
| Station to Station – Fully Assisted (0--) | 0.50 | 0.50 |

6. OPERATOR SERVICES

D. Operator Services Offerings
 4.b. (Cont'd)

(T)

(2) Operator Per Minute Usage Charges - InterLATA/IntraLATA

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

**INTERLATA
 USAGE CHARGE**

| <u>Mileage Band</u> | DAY | | EVENING | | NIGHT/WEEKEND | |
|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|
| | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> |
| 0-9999 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 |

**INTRALATA
 USAGE CHARGE**

| <u>Mileage Band</u> | DAY | | EVENING | | NIGHT/WEEKEND | |
|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|
| | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> |
| 0-9999 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 |

6. OPERATOR SERVICES

D. Operator Services Offerings (Cont'd)

5. Q.Universal Collect

(T)

a. General Description

Q.Universal Collect provides end users the ability to complete automated and live operator assisted long distance telephone calls through Qwest designated 8XX numbers. End users process their calls through an automated call processor, charging such calls to a travel card; valid local telephone company issued card; or a major credit card. End users have the option to access a live operator if they wish to charge their calls to the destination number or a valid third party telephone number. 8XX numbers are unique to Qwest and can be "shared" as common access.

b. Rates and Charges

(1) Operator Surcharges – InterLATA/IntraLATA

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 | |
|--|------------------|------------------|
| | INTERLATA | INTRALATA |
| Calling Card – Automated (0++) | \$0.50 | \$0.50 |
| Calling Card – Partially Assisted (0+-) | 0.50 | 0.50 |
| Calling Card – Fully Assisted (0--) | 0.50 | 0.50 |
| Credit Card – Automated (0++) | 0.50 | 0.50 |
| Credit Card – Partially Assisted (0+-) | 0.50 | 0.50 |
| Credit Card – Fully Assisted (0--) | 0.50 | 0.50 |
| Bill to Third Party – Partially Assisted (0+-) | 0.50 | 0.50 |
| Bill to Third Party – Fully Assisted (0--) | 0.50 | 0.50 |
| Collect – Automated (0++) | 0.50 | 0.50 |
| Collect – Partially Assisted (0+-) | 0.50 | 0.50 |
| Collect – Fully Assisted (0--) | 0.50 | 0.50 |
| Person to Person – Partially Assisted (0+-) | 0.50 | 0.50 |
| Person to Person – Fully Assisted (0--) | 0.50 | 0.50 |
| Station to Station – Partially Assisted (0+-) | 0.50 | 0.50 |
| Station to Station – Fully Assisted (0--) | 0.50 | 0.50 |

6. OPERATOR SERVICES

D. Operator Services Offerings
 5.b. (Cont'd)

(T)

(2) Operator Per Minute Usage Charges - InterLATA/IntraLATA

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

**INTERLATA
 USAGE CHARGE**

| <u>Mileage Band</u> | DAY | | EVENING | | NIGHT/WEEKEND | |
|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|
| | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> |
| 0-9999 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 |

**INTRALATA
 USAGE CHARGE**

| <u>Mileage Band</u> | DAY | | EVENING | | NIGHT/WEEKEND | |
|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|
| | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> |
| 0-9999 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 |

6. OPERATOR SERVICES

D. Operator Services Offerings (Cont'd)

6. Option D

(T)

a. General Description

Operator Services that are available from customer locations which presubscribe to one of the Company's direct dial services.

b. Rates and Charges

(1) Operator Surcharges – InterLATA/IntraLATA

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 | |
|--|------------------|------------------|
| | INTERLATA | INTRALATA |
| Calling Card – Automated (0++) | \$4.95 | \$4.95 |
| Calling Card – Partially Assisted (0+-) | 4.95 | 4.95 |
| Calling Card – Fully Assisted (0--) | 5.50 | 5.50 |
| Credit Card – Automated (0++) | 4.95 | 4.95 |
| Credit Card – Partially Assisted (0+-) | 4.95 | 4.95 |
| Credit Card – Fully Assisted (0--) | 5.50 | 5.50 |
| Bill to Third Party – Automated (0++) | 4.95 | 4.95 |
| Bill to Third Party – Partially Assisted (0+-) | 4.95 | 4.95 |
| Bill to Third Party – Fully Assisted (0--) | 6.50 | 6.50 |
| Collect – Automated (0++) | 4.95 | 4.95 |
| Collect – Partially Assisted (0+-) | 6.50 | 6.50 |
| Collect – Fully Assisted (0--) | 6.50 | 6.50 |
| Person to Person – Partially Assisted (0+-) | 9.95 | 9.95 |
| Person to Person – Fully Assisted (0--) | 9.95 | 9.95 |
| Station to Station – Partially Assisted (0+-) | 1.50 | 1.50 |
| Station to Station – Fully Assisted (0--) | 1.50 | 1.50 |

6. OPERATOR SERVICES

D. Operator Services Offerings
 6.b. (Cont'd)

(T)

(2) Operator Per Minute Usage Charges – InterLATA/IntraLATA

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

**INTERLATA
 USAGE CHARGE**

| <u>Mileage Band</u> | DAY | | EVENING | | NIGHT/WEEKEND | |
|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|
| | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> |
| 0-9999 | \$0.30 | \$0.30 | \$0.30 | \$0.30 | \$0.30 | \$0.30 |

**INTRALATA
 USAGE CHARGE**

| <u>Mileage Band</u> | DAY | | EVENING | | NIGHT/WEEKEND | |
|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|
| | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> |
| 0-9999 | \$0.30 | \$0.30 | \$0.30 | \$0.30 | \$0.30 | \$0.30 |

6. OPERATOR SERVICES

D. Operator Services Offerings (Cont'd)

3. Option B3

a. General Description

This is an Inmate/Correctional service that allows calls to be placed with the assistance of an automated operator, and includes customer premises equipment that provides automated operator service from inmate/correctional facility telephones presubscribed to the Company.

b. Rates and Charges

(1) Operator Surcharges – InterLATA/IntraLATA

The one time operator surcharge will be added to the first minute of each operator service call in addition to the per minute usage charges. A message handling fee is included in the local charge.

| | CHARGE | | |
|---------------------------|------------------|------------------|--------------|
| | INTERLATA | INTRALATA | LOCAL |
| Collect – Automated (0++) | \$0.50 | \$2.95 | \$2.95 |

6. OPERATOR SERVICES

D. Operator Services Offerings
 3.b. (Cont'd)

(2) Operator Per Minute Usage Charges – InterLATA/IntraLATA

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

**INTERLATA
 USAGE CHARGE**

| <u>Mileage Band</u> | DAY | | EVENING | | NIGHT/WEEKEND | |
|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|
| | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> |
| 0-9999 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.50 |

**INTRALATA
 USAGE CHARGE**

| <u>Mileage Band</u> | DAY | | EVENING | | NIGHT/WEEKEND | |
|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|---------------------------|-------------------------|
| | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> | <u>Initial Minute</u> | <u>Add'l Minute</u> |
| 0-9999[1] | - | - | - | - | - | - |

[1] Calls are limited to 20 minutes in duration.