

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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4. OPERATOR SERVICES

4.1 Nature of Service

Operator Services is a telephone service which allows customers to originate calls by placing calls to an operator who completes the call, or by using a valid credit card number.

4.2 Dialing Procedure

Operator Services may be accessed by any customer who dials one of the following sequences.

0 + (NPA) + NXX-XXXX

00 + (NPA) + NXX-XXXX

0 + (NPA) + NXX-XXXX + credit card number

00 + (NPA) + NXX-XXXX + credit card number

00

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4. OPERATOR SERVICES (CONTINUED)

4.3 Application of Rates and Charges

4.3.1 Class of Service

Five classes of Operator Services are offered:

(C)

(A) Operator Station-to-Station.

Operator Station-to-Station calls allow for completion of operator assisted service to the desired telephone number when the calling party does not specify a particular person to be reached, nor a particular station, department or office to be reached through a communications system attendant. An exception to this service category is outlined in 4.3.1(B) following.

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4. OPERATOR SERVICES (CONTINUED)

4.1 Application of Rates and Charges (CONTINUED)

4.3.1 Class of Service (CONTINUED)

(B) Credit Card Station-to-Station.

Credit Card Station-to-Station calls allow for completion of non-operator assisted calls when one of the following dialing sequences is utilized:

0 + NPA + NXX-XXXX + Credit Card Number

00 + NPA + NXX-XXXX + Credit Card Number

Calling party inserts a credit card into a card reader (where equipment is available) dials the digit zero, or double zero, plus NPA-NXX-XXXX.

In addition, a call is considered as Credit Card Station-to-Station when the calling party dials:

0 + NPA + NXX-XXXX or

00 + NPA + XXX-XXXX, and the credit card number is given to the operator if INS does not have automatic recording equipment to record the credit card number, and the call is not classified as Person-to-Person as described in 4.3.1(C) following.

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4. OPERATOR SERVICES (CONTINUED)

4.3 Application of Rates and Charges (CONTINUED)

4.3.1 Class of Service (CONTINUED)

(C) Person-to-Person Service.

Person-to-Person Service allows the person originating the call to specify to an operator a particular person to be reached, or a particular station, department, or office to be reached through a communications system attendant. When, after the telephone communications system has been connected 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, station, department, or office to be reached through a communications system attendant, the classification of the call remains Person-to-Person.

When the person originating the call wishes the operator to make arrangements in advance with a particular party or station for the establishment of a connection at a specific time (appointment call), the call is classified as Person-to-Person.

(D) Call Completion Service

If the caller asks or accepts the operator offer to dial an end-user number for the calling party, a separate charge applies.

(E) Operator Inquiry Service

This classification applies to any call, which reaches a live operator and does not result in another billable service. Call examples may include, but are not limited to, calls for time of day, physical locations, weather, dialing instructions, call cost estimates and general service information.

(N)  
|  
|  
|  
|  
(N)

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4. OPERATOR SERVICES (CONTINUED)

4.3 Application of Rates and Charges (CONTINUED)

4.3.2 Reversal of Charges

Charges for Person-to-Person and Operator Station-to-Station calls may be billed against or collected from the called station (i.e., charges may be reversed), if the charges are accepted at the called station. This collect call may be billed to a calling card or third party number. In the case of a public or semipublic coin telephone, the charges must be billed to a credit card or third party number, or the call may be re-originated from the called station. The regularly established rates apply except that:

When the called station does not accept the charges and the calling party requests the operator to place the call later, on a collect basis, the classification of the call is changed to Person-to-Person and the rates and regulations applicable to Person-to-Person apply.

4.3.3 Bill to Third Party

Bill to Third Party denotes a billing arrangement by which a call may be charged to an authorized station as determined by INS other than the station originating the call or the station where the call is terminated. Bill to Third Party calls may be Person-to-Person or Operator Station-to-Station as designated by the calling party.

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4. OPERATOR SERVICES (CONTINUED)4.3 Application of Rates and Charges (CONTINUED)4.3.4 Credit Card

The term "credit card" denotes a credit/charge card for use in billing operator services calls. Credit cards are any open line of credit charge cards issued by a BOC or BOC like entity as contained in the LIDB database.

4.3.5 Rates and Charges

The following operator assisted charges are in addition to the rates and charges specified the rate tables in 3.5 preceding.

Each completed call:

**Call Completion/Operator Dialed Numbers**

|   |        |
|---|--------|
| This charge applies to any end-user number<br>the Operator has dialed | \$0.50 |
|---|--------|

**Operator Inquiry Service**

|   |        |
|---|--------|
| This charge applies to all operator calls, which do not<br>Result in another billable service | \$0.65 |
|---|--------|

(N)  
|  
(N)

|                                       |        |
|---------------------------------------|--------|
| <b>Credit Card Station-to-Station</b> | \$0.65 |
|---------------------------------------|--------|

**Credit Card Station-to-Station\* Placed to Directory Assistance**

|                               |               |
|-------------------------------|---------------|
| Credit Card Charge            | \$0.65        |
| <u>Data base lookups/call</u> | <u>\$0.80</u> |
| Total Cost                    | \$1.45        |

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By: Richard M. Vohs  
President and Chief Executive Officer  
4201 Corporate Drive  
West Des Moines, Iowa 50266-5906

## INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

4. OPERATOR SERVICES (CONTINUED)4.3 Application of Rates and Charges (CONTINUED)4.3.5 Rates and Charges (CONTINUED)

|                                    |               |
|------------------------------------|---------------|
| <b>Operator Station-to-Station</b> | <b>\$1.25</b> |
|------------------------------------|---------------|

**Operator Station-to-Station\* Placed to Directory Assistance**

|                        |        |
|------------------------|--------|
| Operator Assistance    | \$1.25 |
| Data base lookups/call | \$0.80 |
| <hr/>                  |        |
| Total Cost             | \$2.05 |

**Travel Card and Operator Assisted\* Placed to Directory Assistance**

|                        |        |
|------------------------|--------|
| Travel Card Surcharge  | \$0.65 |
| Operator Assistance    | \$1.25 |
| Data base lookups/call | \$0.80 |
| <hr/>                  |        |
| Total Cost             | \$2.70 |

|                         |               |
|-------------------------|---------------|
| <b>Person-to-Person</b> | <b>\$3.50</b> |
|-------------------------|---------------|

\*Per minute rates do not apply to these calls