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ComNet (USA) LLC

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SECTION 8: MISCELLANEOUS SERVICES

8.1 Operator Services

Operator Handled Calling Services are provided to Customers and Users of Company-provided Exchange Access Services, to users accessing presubscribed public pay phones or customer provided stations, and to Customers and Users of another local exchange carriers access lines which the Customer has pre-subscribed to the Company's outbound calling services.

8.1.1 Definitions

<u>Person-to-Person</u>: Calls completed with the assistance of a Company operator to a particular person, station, department or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station, or a designated third-party station. Calls may be dialed with or without the assistance of a Company operator.

<u>Station-to-Station</u>: Refers to calls other than person-to-person calls billed to either the end user's commercial credit card and/or non-proprietary calling card. Calls may be dialed with or without the assistance of a Company operator. Collect calls to coin telephones and transfers of charges to third-party telephones which are coin telephones will not be accepted.

Operator Dialed Charge: The end user places the call without dialing the destination number, although the capability to do it himself exists. The end user will dial "0" for local calls and "00" for long distance calls and then requests the operator to dial the called station.

<u>Billed to Non-Proprietary Calling Card</u>: Refers to calls that are dialed by the customer in accordance with standard dialing instructions and billed to a non-proprietary calling card issued by another carrier.

8.1.2. <u>Description</u>

Local exchange calls may be placed on an operator-assisted basis. Usage charges for operator-assisted calls are the same as those set for in Section 7 preceding. For calls to Busy Line Verification and Interrupt or Director Assistance, the charges specified in Sections 9.2.3 and 9.3.2 will apply in addition to any applicable operator-assisted charges listed below.