

AT&T Communications of New York, Inc.
P.S.C. No. 23 -- Telephone
Message Telecommunications Service
Effective Date: July 21, 2010

Section 2
Leaf No. 61
Revision: 0
Superseding Revision:

SECTION 2-GENERAL REGULATIONS

2.18 EXPLANATION OF TERMS (Cont'd)

Operator Dialed Call

An Operator Dialed Call is one on which the Customer dials the operator and requests operator assistance in dialing the called number and completing the billing for the call. This category includes Calling Card, Collect, 3rd Number, Real Time Rated, Operator Station, Operator Dialed Calling Card Station and all Person calls. (See Operator Dialed Surcharge.)

Operator Dialed Surcharge

A surcharge applies to Operator Station and Person rated calls when the Customer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code ("0", "00" or "10+288+0") and requires prompting by the Operator System to dial the called station or requests the Operator to dial the called station as well as to calls completed by a Company Operator when the calling party cannot complete the call due to trouble on the telecommunications network and chooses to have the Operator complete the call. The surcharge also applies to calls made on a 0- basis in which a Company Operator places a call for a calling party after Busy Line Verification and Busy Line Interruption processes have been successfully completed. The Operator Dialed Surcharge does not apply to:

--Calls made on a 0+ basis in which a Company Operator is used only to record the calling station number where Originating Number Identification (ONI) is not available in the area of the Local Exchange Company serving the station originating the call.

--Calls made on a 0+ basis in which a Company Operator places a call because Automatic Number Identification (ANI) equipment is not available.

--Calls in which a Company Operator places a call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

-- Calling Card calls

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