

Matrix Telecom, LLC  
dba VarTec Telecom  
P.S.C. No. 1 – Telephone  
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## LOCAL EXCHANGE SERVICES

### SECTION 3 - SERVICE DESCRIPTIONS (Cont'd.)

#### **3.6 Operator Assistance Services**

VT furnishes local assistance through an operator whereby Customers may request the services described herein. The rates set forth in Section 4.5 apply to local operator assistance requests originating for all classes and grades of services.

##### **3.6.1 Busy Line Verification**

Busy Line Verification allows an operator to determine the condition of an access line that a Customer requests to be checked. This service is provided where facilities exist through a VT provided operator. Busy Line Verification requests will not be processed on a collect (reversal of charge) or person-to-person basis.

##### **3.6.2 Busy Interrupt**

Busy Interrupt allows an operator to interrupt a conversation in progress to ascertain willingness to establish a conversation with an alternate party. This service is provided where facilities exist through a VT provided operator. Busy Interrupt requests will not be processed on a collect (reversal of charge) or person-to-person basis, except in the case of an emergency situation, when the caller may bill collect if necessary.

The charge for Busy Interrupt applies whenever the operator interrupts the conversation even if the interrupted parties refuse to terminate the conversation in progress.