

# APPENDIX OS

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**APPENDIX OS  
(OPERATOR SERVICES)**

**1. INTRODUCTION**

- 1.1 This Appendix sets forth the terms and conditions for Operator Services (OS) provided by the applicable SBC Communications Inc. (SBC) owned Incumbent Local Exchange Carrier (ILEC) and CLEC.
- 1.2 SBC Communications Inc. (SBC) means the holding company which owns the following ILECs: Illinois Bell Telephone Company, Indiana Bell Telephone Company Incorporated, Michigan Bell Telephone Company, Nevada Bell Telephone Company, The Ohio Bell Telephone Company, Pacific Bell Telephone Company, The Southern New England Telephone Company, Southwestern Bell Telephone Company and/or Wisconsin Bell, Inc. d/b/a Ameritech Wisconsin.
- 1.3 As used herein, AMERITECH-WISCONSIN means the applicable above listed ILECs doing business in Wisconsin.

**2. SERVICES**

- 2.1 Where technically feasible and/or available, AMERITECH-WISCONSIN will provide the following OS:
  - 2.1.1 Fully Automated Call Processing

Allows the caller to complete a call utilizing equipment without the assistance of an AMERITECH-WISCONSIN operator, hereafter called "Operator."

    - 2.1.1.1 This allows the caller the option of completing calls through an Automated Alternate Billing System (AABS). Automated functions can only be activated from a touch-tone telephone. Use of a rotary telephone or failure or slow response by the caller to the audio prompts will bridge the caller to an Operator for assistance.
    - 2.1.1.2 Intentionally omitted.
  - 2.1.2 Operator-Assisted Call Processing
    - 2.1.2.1 Allows the caller to complete a call by receiving assistance from an Operator.

### 3. DEFINITIONS

- 3.1 Fully Automated Call Processing - Where technically feasible and/or available, AMERITECH-WISCONSIN can support the following fully automated call types as outlined below:
- 3.1.1 Fully Automated Calling Card Service.
- 3.1.1.1 This service is provided when the caller dials zero (“0”), plus the desired telephone number and the calling card number to which the call is to be charged. The call is completed without the assistance of an Operator. An authorized calling card for the purpose of this Appendix, is one for which billing validation can be performed.
- 3.1.2 Fully Automated Collect and Bill to Third Number Services or Mechanized Calling Card System
- 3.1.2.1 The caller dials zero (0) plus the telephone number desired, and selects the Collect or Bill To Third Number billing option as instructed by the automated equipment. The call is completed without the assistance of an Operator.
- 3.1.3 Intentionally Omitted.
- 3.2 Operator-Assisted Call Processing - Where technically feasible and/or available, AMERITECH-WISCONSIN will support the following Operator-assisted call types for CLEC:
- 3.2.1 Semi-Automated Calling Card Service. A service provided when the caller dials zero (0) plus the telephone number desired and the calling card number to which the call is to be charged. The call is completed with the assistance of an Operator. An authorized calling card for the purpose of this Appendix, is one for which AMERITECH-WISCONSIN can perform billing validation.
- 3.2.2 Semi-Automated Collect and Bill to Third Number Services. The caller dials zero (0) plus the telephone number desired, and selects the Collect or Bill To Third Number billing option as instructed by the automated equipment. The call is completed with the assistance of an Operator.

- 3.2.3 Semi-Automated Person-To-Person Service. A service in which the caller dials zero (0) plus the telephone number desired and asks the Operator for assistance in reaching a particular person, or a particular PBX station, department or office to be reached through a PBX attendant. This service applies even if the caller agrees, after the connection is established, to speak to any party other than the party previously specified.
- 3.2.4 Operator Handled Services. Services provided when the caller dials zero (0) for Operator assistance in placing a sent paid, calling card, collect, third number or person to person call.
- 3.2.5 Line Status Verification. A service in which the Operator, upon request, will check the requested line for conversation in progress and advise the caller.
- 3.2.6 Busy Line Interrupt. A service in which the caller asks the Operator to interrupt a conversation in progress, to determine if one of the parties is willing to speak to the caller requesting the interrupt. Busy Line Interrupt service applies even if no conversation is in progress at the time of the interrupt attempt, or when the parties interrupted refuse to terminate the conversation in progress.
- 3.2.7 Operator Transfer Service. A service in which the local caller requires Operator Assistance for completion of a call terminating outside the originating LATA.

#### 4. CALL BRANDING

- 4.1 Where technically feasible and/or available, AMERITECH-WISCONSIN will brand OS in CLEC's name based upon the criteria outlined below:
- 4.1.1 Where AMERITECH-WISCONSIN provides CLEC Operator Services (OS) and DA services via the same trunk, both the OS and DA calls will be branded with the same brand. Where AMERITECH-WISCONSIN is only providing OS on behalf of the CLEC, the calls will be branded.
- 4.1.2 CLEC name used in branding calls may be subject to Commission regulations and should match the name in which CLEC is certified.
- 4.1.3 CLEC will provide written specifications of its company name to be used by AMERITECH-WISCONSIN to create CLEC specific branding messages for its OS calls in accordance with the process outlined in the Operator Services OS/DA Questionnaire (OSQ). CLEC attests that it has been provided a copy of the Operator Services OS/DA Questionnaire (OSQ).
- 4.1.4 Intentionally Omitted.

- 4.1.5 A CLEC purchasing AMERITECH-WISCONSIN unbundled local switching is responsible for maintaining CLEC's End User customer records in AMERITECH-WISCONSIN Line Information Database (LIDB) as described in Appendix LIDB-AS. CLEC's failure to properly administer customer records in LIDB may result in branding errors.
- 4.1.6 Intentionally Omitted.
- 4.1.7 Branding Load Charges
- 4.1.7.1 AMERITECH-WISCONSIN – An initial non-recurring charge applies per brand, per Operator Assistance Switch, per trunk group for the establishment of CLEC specific branding. An additional non-recurring charge applies per brand, per Operator assistance switch, per trunk group for each subsequent change to the branding announcement.

## 5. OPERATOR SERVICES (OS) RATE/REFERENCE INFORMATION

- 5.1 Where technically feasible and/or available, AMERITECH-WISCONSIN will provide CLEC OS Rate/Reference Information based upon the criteria outlined below:
- 5.1.1 CLEC will furnish OS Rate and Reference Information by the OSQ, thirty (30) calendar days in advance of the date when the OS are to be undertaken.
- 5.1.2 CLEC will inform AMERITECH-WISCONSIN, in writing, of any changes to be made to such Rate/Reference Information fourteen (14) calendar days prior to the effective Rate/Reference change date. CLEC acknowledges that it is responsible to provide AMERITECH-WISCONSIN updated Rate/Reference Information fourteen (14) calendar days in advance of when the updated Rate/Reference Information is to become effective.
- 5.1.3 An initial non-recurring charge will apply per state, per Operator assistance switch for loading of CLEC's OS Rate/Reference Information. An additional non-recurring charge will apply per state, per Operator assistance switch for each subsequent change to either the CLEC's OS Rate or Reference Information.
- 5.1.4 AMERITECH-WISCONSIN - When an Operator receives a rate request from a CLEC End User, AMERITECH-WISCONSIN will quote the applicable OS rates as provided by CLEC.
- 5.1.4.1 AMERITECH-WISCONSIN – In the interim, when an Operator receives a rate request from a CLEC End User, AMERITECH-WISCONSIN will transfer the CLEC End User

to a customer care number specified by the CLEC in the OSQ. When AMERITECH-WISCONSIN and has the capability to quote-specific CLEC rates and reference information the parties agree that the transfer option will be eliminated.

**6. INTENTIONALLY OMITTED**

**7. HANDLING OF EMERGENCY CALLS TO OPERATOR**

7.1 To the extent CLEC's NXX encompasses multiple emergency agencies, AMERITECH-WISCONSIN agrees to ask the caller for the name of his/her community and to transfer the caller to the appropriate emergency agency for the caller's area. CLEC must provide AMERITECH-WISCONSIN with the correct information to enable the transfer as required by the OSQ. CLEC will also provide default emergency agency numbers to use when the customer is unable to provide the name of his/her community. When the assistance of another Carrier's operator is required, AMERITECH-WISCONSIN will attempt to reach the appropriate operator if the network facilities for inward assistance exist. CLEC agrees to indemnify, defend, and hold harmless AMERITECH-WISCONSIN from any and all actions, claims, costs, damages, lawsuits, liabilities, losses and expenses, including reasonable attorney fees, arising from any misdirected calls.

**8. RESPONSIBILITIES OF THE PARTIES**

- 8.1 CLEC will provide AMERITECH-WISCONSIN at least six (6) months notice prior to any significant change in service levels for OS under this appendix.
- 8.2 CLEC will be responsible for providing the equipment and facilities necessary for signaling and routing calls with Automatic Number Identification (ANI) to each AMERITECH-WISCONSIN Operator assistance switch. Should CLEC seek to obtain interexchange OS from AMERITECH-WISCONSIN, CLEC is responsible for ordering the necessary facilities under the appropriate interstate or intrastate Access Service Tariffs. Nothing in this Agreement in any way changes the manner in which an interexchange Carrier obtains access service for the purpose of originating or terminating interexchange traffic.
- 8.3 Facilities necessary for the provision of OS shall be provided by the Parties hereto, using standard trunk traffic engineering procedures to insure that the objective grade of service is met. Each party shall bear the costs for its own facilities and equipment.
- 8.4 CLEC will furnish to AMERITECH-WISCONSIN a completed OSQ, thirty (30) calendar days in advance of the date when the OS are to be undertaken.
- 8.5 CLEC will provide AMERITECH-WISCONSIN updates to the OSQ fourteen (14) calendar days in advance of the date when changes are to become effective.

- 8.6 CLEC understands and acknowledges that before live traffic can be passed, CLEC is responsible for obtaining and providing to AMERITECH-WISCONSIN, default emergency agency numbers.

## 9. METHODS AND PRACTICES

- 9.1 AMERITECH-WISCONSIN will provide OS to CLEC's End Users in accordance with AMERITECH-WISCONSIN OS methods and practices that are in effect at the time the OS call is made, unless otherwise agreed in writing by both Parties.

## 10. PRICING

- 10.1 The prices at which AMERITECH-WISCONSIN agrees to provide CLEC with OS, including all services set out in this Appendix, are contained in the applicable Appendix Pricing and/or the applicable Commission ordered tariff where stated.
- 10.2 Beyond the specified term of this Appendix, AMERITECH-WISCONSIN may change the prices for the provision of OS upon one hundred-twenty (120) calendar days' notice to CLEC.

## 11. MONTHLY BILLING

- 11.1 For information regarding billing, non-payment, disconnection, and dispute resolution, see the General Terms and Conditions of this Agreement.
- 11.2 AMERITECH-WISCONSIN will accumulate and provide CLEC such data as necessary for CLEC to bill its End Users.

## 12. LIABILITY

- 12.1 The provisions set forth in the General Terms and Conditions of this Agreement, including but not limited to those relating to limitation of liability and indemnification, shall govern performance under this Appendix. The provisions set forth in the General Terms and Conditions of this Agreement, including but not limited to those relating to limitation of liability and indemnification, shall govern performance under this Appendix. Furthermore, and not by way of limitation of the preceding sentence, the parties specifically agree that any claims arising from disclosure of telephone number, address, or name associated with the telephone called or telephone used shall be subject to the indemnification provisions of the General Terms and Conditions.

## 13. TERMS OF APPENDIX

- 13.1 Appendix will continue in force for the length of the Interconnection Agreement, but no less than twelve (12) months. At the expiration of the term of the Interconnection Agreement to which this Appendix is attached or twelve (12) months, whichever

occurs later, either Party may terminate this agreement upon one hundred-twenty (120) calendar days written notice to the other Party.

- 13.2 If CLEC terminates this Appendix prior to the expiration of the term of this Appendix, CLEC shall pay AMERITECH-WISCONSIN, within thirty (30) days of the issuance of any bills by AMERITECH-WISCONSIN, all amounts due for actual services provided under this Appendix.

#### **14. APPLICABILITY OF OTHER RATES, TERMS AND CONDITIONS**

- 14.1 Every interconnection, service and network element provided hereunder, shall be subject to all rates, terms and conditions contained in this Agreement which are legitimately related to such interconnection, service or network element.