

**ARTICLE XXXIV**  
**OPERATOR SERVICES AND DIRECTORY ASSISTANCE SERVICES**

**34.0 Operator Services & Directory Assistance Services.**

**34.1 Operator Services.** Operator Services consist of the following services.

**34.1.1** Manual Call Assistance - manual call processing with operator involvement for the following:

- (a) Calling card - the Customer dials 0+ or 0 - and provides operator with calling card number for billing purposes.
- (b) Collect - the Customer dials 0+ or 0 - and asks the operator to bill the call to the called number, provided such billing is accepted by the called number.
- (c) Third number billed - the Customer dials 0+ or 0- and asks the operator to bill the call to a different number than the calling or called number.
- (d) Operator assistance - providing local and intraLATA operator assistance for the purposes of:
  - (1) assisting Customers requesting help in completing calls or requesting information on how to place calls;
  - (2) handling emergency calls;
  - (3) handling person-to-person calls.
- (e) Operator Transfer Service (“OTS”) - calls in which the Customer dials “0”, is connected to an SBC-AMERITECH operator and then requests call routing to an IXC subscribing to OTS. The operator will key the IXC’s digit carrier identification code to route the Customer to the requested IXC’s point of termination.
- (f) BLV - Service in which operator verifies a busy condition on a line.
- (g) BLVI - service in which operator, after verifying a busy line, interrupts the call in progress.

34.1.2 Automated Call Assistance - mechanized call processing without operator involvement

34.1.3 Automated Alternate Billing Service (“AABS”) - the Customer dials 0 and a telephone number and responds to prompts to process the call and complete the billing information

34.1.4 Line Information Database (“LIDB”) Validation - mechanized queries to a LIDB for billing validation.

## **34.2 CALL BRANDING**

34.2.1 The procedure of identifying a provider’s name audibly and distinctly to the End User at the beginning of each OS call.

34.2.2 Where technically feasible and/or available, SBC-AMERITECH will brand OS in CLEC’s name based upon the criteria outlined below:

34.2.2.1 Where SBC-AMERITECH 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 SBC-AMERITECH is only providing OS on behalf of CLEC, the calls will be branded.

34.2.2.2 CLEC name used in branding calls may be subject to Commission regulations and should match the name in which CLEC is doing business.

34.2.2.3 SBC-AMERITECH – CLEC will provide written specifications of its company name to be used by SBC-AMERITECH to create CLEC’s specific branding announcement for its OS calls in accordance with the process outlined in the Operator Services OS/DA Questionnaire (OSQ).

34.2.2.4 CLEC purchasing SBC-AMERITECH unbundled local switching is responsible for maintaining CLEC’s End User customer records in SBC-AMERITECH Line Information Database (LIDB). CLEC’s failure to properly administer customer records in LIDB may result in branding errors.

### **34.2.2.5 Branding Load Charges**

34.2.2.5.1 SBC-AMERITECH – An initial non-recurring charge applies per brand, per Operator Assistance Switch, per trunk group for the establishment of CLEC specific branding. In addition, a per call charge applies for every OS call handled by SBC-AMERITECH on behalf of CLEC when such services are provided in conjunction with the purchase of **SBC-AMERITECH** unbundled local switching. An additional non-recurring charge applies per brand, per Operator assistance switch, per trunk group for each subsequent change to the branding announcement.

### **34.3 OPERATOR SERVICES (OS) REFERENCE/RATER INFORMATION**

34.3.1 An SBC-AMERITECH database referenced by an SBC-AMERITECH Operator for CLEC OS specific Reference/Rater information based upon the criteria.

34.3.1.1 Where technically feasible and/or available, SBC-AMERITECH will provide CLEC OS Rate/Reference Information based upon the criteria outlined below:

34.3.1.1.1 CLEC will furnish OS Reference and Rater information in accordance with the process outlined in the Operator Services Questionnaire (OSQ).

34.3.1.1.2 CLEC will inform SBC-AMERITECH, via the Operator Services Questionnaire (OSQ) of any changes to be made to Reference/Rater information

34.3.1.1.3 An initial non-recurring charge will apply per state, per Operator assistance switch for loading of CLEC's OS Reference/Rater information. An additional non-recurring charge will apply per state, per Operator assistance switch for each subsequent change to either the CLEC's OS Reference or Rater information.

34.3.1.2 When an SBC-AMERITECH Operator receives a rate request from an CLEC End User, SBC-AMERITECH will quote the applicable OS rates as provided by CLEC or as otherwise defined below.

34.3.1.3 CLEC agrees that due to quality of service and work force scheduling, SBC-AMERITECH will be the sole provider of OS for CLEC's local serving area(s).

**34.4 Directory Assistance.** Directory Assistance ("DA") service shall consist of the following services.

34.4.1 Directory Assistance - those calls in which the Customer dial digits designated by CLEC to obtain Directory Assistance for local numbers located within his/her NPA. Two listings will be provided per call.

34.4.2 Branding. The procedure of identifying a provider's name audibly and distinctly to the End User at the beginning of each DA Services call.

34.4.2.1 Where technically feasible and/or available, SBC-AMERITECH will brand DA in CLEC's name based upon the criteria outlined below:

34.4.2.1.1 Where SBC-AMERITECH 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 SBC-AMERITECH is only providing DA service on behalf of CLEC, the calls will be branded.

34.4.2.1.2 CLEC's name used in branding calls may be subject to Commission regulations and should match the name in which CLEC is doing business.

34.4.2.1.3 CLEC will provide written specifications of its company name to be used by SBC-AMERITECH to create the CLEC's specific branding announcement for its DA calls in accordance with the process outlined in the Operator Services OS/DA Questionnaire (OSQ).

34.4.2.1.4 CLEC, when purchasing SBC-AMERITECH unbundled local switching is responsible for maintaining, via appropriate input methods, CLEC's End User customer records in SBC-AMERITECH Line Information Database (LIDB) as described in Appendix LIDB. CLEC's failure to properly administer customer records in LIDB may result in branding errors.

34.4.2.1.5 Branding Load Charges: An initial non-recurring charge applies per brand, per Operator Assistance Switch, per trunk group for the establishment of CLEC specific branding. In addition, a per call charge applies for every DA call handled by SBC-AMERITECH on behalf of CLEC when such services are provided in conjunction with the purchase of SBC-AMERITECH unbundled local switching. An additional non-recurring charge applies per brand, per Operator assistance switch, per trunk group for each subsequent change to the branding announcement. If OS and DA branding are loaded at the same time, one initial charge applies to both.

## **34.5 DIRECTORY ASSISTANCE (DA) REFERENCE/RATER INFORMATION**

34.5.1 An SBC-AMERITECH database referenced by an SBC-AMERITECH Operator for CLEC DA specific information as provided by the CLEC such as it's business office, repair and DA rates.

34.5.1.1 Where technically feasible and/or available, SBC-AMERITECH will provide CLEC DA Reference/Rater information based upon the criteria outlined below:

34.5.1.1.1 CLEC will furnish DA Reference and Rater - information in accordance with the process outlined in the Operator Services Questionnaire (OSQ).

34.5.1.1.2 CLEC will inform SBC-AMERITECH via the Operator Services Questionnaire (OSQ) of any changes to be made to Reference/Rater information.

34.5.1.1.3 An initial non-recurring charge will apply per state, per Operator assistance switch for loading of CLEC's DA Reference/Rater information. An additional non-recurring charge will apply per state, per Operator assistance switch for each subsequent change to either CLEC's DA Services Reference or Rater -information.

34.5.1.1.4 Where technically feasible and/or available, when an SBC-AMERITECH Operator receives a rate request from an CLEC End User, SBC-AMERITECH will quote the applicable DA rates as provided by CLEC.

**34.6 National Directory Assistance** - A service in which listed telephone information (name, address, and telephone numbers) is provided for residential, business and government accounts throughout the 50 states to CLEC End Users.

**34.7 Information Call Completion** - provides a Customer who has accessed the DA service and has received a number from the Audio Response Unit ("ARU") the option of having an intraLATA call completed by pressing a specific digit on a touch tone telephone.

**34.8 Rate Application.** SBC-AMERITECH shall bill CLEC the applicable rates on a monthly basis, in accordance with the **Pricing Schedule**.

#### **34.9 LIABILITY**

The provisions set forth in **Article XXV** (Indemnification) and **Article XXVI** (Limitation of Liability) of this Agreement, including but not limited to those relating to limitation of liability and indemnification, shall govern performance under this Article.

#### **34.10 TERMS OF ARTICLE XXXIV**

34.10.1 This **Article XXXIV** 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 **Article XXXIV** is a part, or twelve (12) months, whichever occurs later, either Party may terminate this **Article XXXIV** upon one hundred-twenty (120) calendar days written notice to the other Party.

34.10.2 If CLEC terminates this **Article XXXIV** prior to the 12 month period set forth in **Section 34.10.1**, CLEC shall pay SBC-AMERITECH, within thirty (30) days of the issuance of any bills by SBC-AMERITECH, all amounts due for actual services provided under this Article, plus estimated monthly charges for the unexpired portion of the term. Estimated charges will be based on an average of the actual

monthly service provided by SBC-AMERITECH pursuant to this **Article XXXIV** prior to its termination.