

TDS Telecom/Sugar
Valley Telephone Co.

Section 5
First Revised Sheet 1
Cancels Original Sheet 1

APPROVED

(C)

OPERATOR SERVICES

A. General Description

Operator Services allow customers to complete calls within the local calling area with the assistance of an operator. The Customer dials "0" or "0+ NXX LINE" to get the operator. Charges include a per-call rate as well as a per-minute rate.

B. Definition of Calls

1. Billed to Third Number

When the Customer dialing the Operator requests the call to be billed to a third-party. The third party will need to accept the charges before the caller and the called party can be connected.

2. Collect Calls

When the Customer dialing the Operator requests the call to be billed to the called number.

3. Person-to-Person

When the Customer requests the Operator to complete the call to a specific telephone number and in addition requests to speak to a specific person, department, extension of an office, etc. Once the requested person, department, extension, etc. joins the call, the Operator will connect the call.

4. Station-to-Station

When the Customer requests the Operator to complete the call to a specific telephone number and is willing to speak to whoever answers the called number.

5. Call Completion

When the Customer requests the Operator to complete the call to a called number. This charge is in addition to other charges that may be assessed.

C. Terms and Conditions

1. Operator Services are available 24 hours, 7 days a week. Rates apply to any time of the day and any day of the week.
2. Qualified customers with disabilities will not be assessed the charges.
3. This service is not available on payphones.

D. Rates

1. The rates will be assessed on a per call basis.

	<u>Rate</u>
a) Operator Assisted Call, per call	\$1.20
b) Call Completion, per minute	\$0.20

(C) Indicates Change