

WN U-4
Ellensburg Telephone Company
d/b/a FairPoint Communications

SCHEDULE 21
First Revision Sheet No. 131
Canceling Original Sheet No. 131

SCHEDULE 21

OPERATOR SERVICES

APPLICABILITY

For local and IntraLATA operator services. This schedule does not apply to interLATA operator services or 0+ calls which services are provided by the customer's preferred interexchange carrier or PIC.

AVAILABLE SERVICES

Local Assistance – Provide assistance to customer requesting help with or information on placing or completing local calls and such other information and guidance, including referral to Exchange Carrier's business office and repair numbers, as may be consistent with the customer practice for providing customer assistance from the Company's supplier of such services.

Emergency Assistance – Provide assistance to customer for handling the emergency local and intraLATA toll calls to emergency agencies of customer, including, but not limited to, police, sheriff, highway patrol and fire.

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OPERATOR SERVICES

AVAILABLE SERVICES (continued)

Quote Service – Provide time and charges to customer for guest/account identification.

CHARGES

<u>Call Type</u>	<u>Charge Application</u>
Station Call	For each completed station call, including station sent paid, collect, 3rd number special billing or 0- calling card call.
Person Call	For each completed person-to person call regardless of the billing used by the customer.
Operator Assistance	For each local call, completed or not. These calls include, but are not limited to: calls given the DDD rate because of transmission problems; calls where the operator has determined there should be no charge; calls where the customer requests information from the operator, and no attempt is made to complete a call; calls for quote service.

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