
SECTION 3 - DESCRIPTION OF SERVICE**3.1. TIMING OF CALLS**

- 3.1.1. The Customer's long-distance usage charge is based on the actual usage of Company's service. Usage begins when the called party answers, (i.e. when any two-way communication, often referred to as "conversation time" is possible). When the called party answers is determined by hardware supervision in which the local telephone company sends a signal to the carrier's switch or the software utilizing audio tone detection. When software answer supervision is employed, up to sixty (60) seconds of ringing is allowed before it is billed as usage of the network. A call is terminated when either the called or calling party hangs up.
- 3.1.2. ~~The minimum call duration for billing purposes for all calls is eighteen (18) seconds with six (6) second billing increments thereafter.~~
- 3.1.3. ~~Any portion of an applicable increment, after the appropriate minimum time for the call, will be rounded upward to the next increment. Calls less than the minimum length will be rounded to the minimum length.~~
- 3.1.4. There is no billing for incomplete calls.

3.2. MINIMUM CALL COMPLETION RATE

Customers can expect a call completion rate of not less than ninety (90) percent during peak use periods for all Feature Group D Equal Access "1 plus" services. The call completion rate is calculated as the number of calls completed (including calls completed to a busy line or to a line which remains unanswered by the called party) divided by the number of calls attempted.

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SECTION 4 - RATES

4.1. SERVICE CHARGES

Service charges per account are based on the following schedules:

4.1.1. Switched Access Services

A. Switched One Plus Service

$$\begin{array}{l}
 \text{Initial: } 18 \text{ Seconds} \quad \text{Additional: } 6 \text{ Seconds} \\
 \text{\$0.0286} \quad \quad \quad \text{\$0.0095} \quad \quad = 9.51 \text{ ¢/min}
 \end{array}$$

4.1.2. Operator Assisted Calls

A. Per Call Services and Rates

	<u>Per Call</u>
Busy Line Verification	\$1.55
Operator Verification/Interrupt Service	\$1.40
Third Number Billed	\$1.50
Collect	\$1.50
Person-to-Person	\$3.40
Station-to-Station	\$1.20
911 Emergency Service	\$0.00

B. Per Minute Rate

<u>Per Minute</u>
\$0.50

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