

EXCHANGE SERVICE

Item
1610.OPERATOR SERVICES1. CONSUMER SAFEGUARDS

- A. Company operators will identify themselves as representing the Company to the called party or party accepting charges for operator-handled calls. **C**
- B. Company operators will provide the customer with sufficient time to terminate the call at no charge before the call is connected. **C**
- C. Company operators will provide, when requested by the customer at the beginning of an operator-handled call, the rates and charges and various alternate billing arrangements available to the customer. **C**
- D. Company operators, when requested, will explain complaint options available to a customer. **C**
- E. The Company shall ensure that emergency calls to Company operators are processed. **C**
- F. The Company maintains the accuracy, security and privacy of personal information collected and used in the provision of its telecommunication services. **C**
- G. A customer who is not satisfied with the service provided by the Company may present their case to the Company through the Company's Business office, a Company manager or the Company's Customer Advocate's Office. If satisfaction is not obtained through this process the customer may direct their concerns to the Commission. **C**

2. OPERATOR SERVICES

A. Operator Call Blocking

Operator call blocking allows callers to block the delivery of their telephone numbers and names, on a per call basis, by having the operator place the call. Operator call blocking is available to any persons wishing to protect their anonymity and is provided at the charge specified in Item 2142.3.A. This charge is not applicable to calls originating from certified shelters for victims of abuse.

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OPERATOR SERVICES – continued

2. OPERATOR SERVICES – continued

B. Directory Assistance Service (Note: Local and Long Distance Directory Assistance and ADACC Service is forborne from regulation effective February 1, 2010, as per Telecom Regulatory Policy 2009-243 and 2009-717. The Company does not charge for access to Local and Long Distance Directory Assistance and ADACC Service). **C**

1) Directory Assistance allows customers to make individual requests made to the Company's Directory Assistance Service for customer telephone number and address information. **C**

The Company will, at the customer's request and at no charge, arrange that a customer's line be restricted from access to Directory Assistance (DA Block). **C**

2) Automated Directory Assistance Call Completion (ADACC) allows customers to have local and long distance Directory Assistance requests completed to the requested number.

ADACC will not be available for calls originating from payphones or for calls to 900 numbers.

The Company will, at the customer's request and at no charge, arrange that a customer's line not be provisioned with ADACC (ADACC Block). **C**

3) Customers who meet the qualifications outlined in 4) b) below are exempt from the ADACC charge and any associated Calling Card surcharge. No other exemptions apply to the ADACC charge.

4) Exemptions from the Directory Assistance charge are as follows:

a) Requests for any services when the person indicates that an emergency exists.

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OPERATOR SERVICES – continued2. OPERATOR SERVICES – continued

B. Directory Assistance Service – continued

4) Exemptions from the Directory Assistance charge are as follows: - continued C

b) Requests from residence customers experiencing difficulty in using a directory due to a disability who have provided verification and are so registered with the Company. C

c) Persons calling from public or semi-public telephones.

d) Persons calling from Federally, Provincially or Municipally registered hospitals.

C. Long Distance Directory Assistance Service

1) Directory Assistance allows customers to make individual requests for customer telephone number and address information to long distance directory assistance in the United States and in Canada outside Manitoba.

2) Exemptions from the Directory Assistance charge are as follows: C

a) For the provision of toll-free numbers by 1-800-555-1212.

b) Persons calling from Federally, Provincially or Municipally registered hospitals.

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OPERATOR SERVICES – continued

2. OPERATOR SERVICES – continued

D. Busy Line Verification/Busy Line Interruption Service

1) GENERAL

a) Busy Line Verification Service provides a customer with operator assistance in verifying if a called line is actually in use (busy).

b) Busy Line Interruption Service provides a customer with operator assistance in the interruption of a conversation in progress on a called line.

2) TERMS OF SERVICE

a) Busy Line Verification and Interruption Services are furnished where and to the extent that facilities permit and facilities are available.

b) A verification charge as specified in 3)a) following applies each time an operator verifies a called number.

c) An interruption charge as specified in 3)b) following applies each time an operator interrupts a conversation that is in progress on a called line.

d) If an operator both verifies the condition of a line and interrupts conversation on the same request, only the interrupt charge applies.

e) The charge for interruption applies whenever an operator interrupts the conversation even though one or the other parties interrupted refuses to terminate the conversation in progress.

f) Charges for verification/interruption service may be billed to a Company calling card. Charges may not be billed on a third number basis or on a collect basis to the number being interrupted. **C**

g) In the case of requests originated from public or semi-public telephones, if as a result of interruption the called line is cleared and, at the calling party's request, the operator completes the calls, a charge as specified in Items 1700 and 1710 applies in addition to the interruption charge.

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OPERATOR SERVICES – continued

2. OPERATOR SERVICES – continued

D. Busy Line Verification/Busy Line Interruption Service – continued

2) TERMS OF SERVICE – continued

h) In the case of requests originated from public or semi-public telephones for busy line verification and the operator confirms the verification the regular charge for verification applies.

i) A verification charge does not apply if the called line is not busy.

j) Verification or interruption charges do not apply when an operator encounters a trouble condition or has reason to believe that a trouble condition exists or that the receiver of the called line is off-hook.

3) RATES AND CHARGES

A) verification charge, each \$2.00

B) interruption charge, each \$4.25

E. Operator-Handled Message Toll Services

Operator-Handled Message Toll Services are subject to the applicable message toll service rates and conditions.

F. Relay Service

Relay Service toll calls are subject to customer-dialed message toll rates, except where operator handled services are requested. The rates and conditions as specified in Item 2147 also apply.

3. PROVISION OF OPERATOR SERVICES USING MTS ALLSTREAM SERVICES AND FACILITIES

Any customer, other than a federally regulated carrier, that obtains facilities or services of the Company which are used in the provision of operator services must have a signed contract with the Company which specifies the terms and conditions and consumer safeguards with which they must comply. Customers that provide operator services to persons physically located on their business premises are exempt from the requirement for this contract.