

ITEM
308

Operator Services

ITEM
308.1

Service Description

Operator Services assist the Company’s customers by completing calls or providing information required to enable customers to complete calls themselves.

Definitions

For the purposes of this Tariff item:

“*Automatic Directory Assistance Call Completion*” or “*ADACC*” is an optional service whereby a customer, equipped with touch tone service, who calls Local Directory Assistance (LDA) or Long Distance Directory Assistance (LDDA) to request a telephone number can be automatically connected to the requested number. **(Note: ADACC service is forborne from regulation effective August 5, 2009, as per Telecom Regulatory Policy CRTC 2009-243, May 1, 2009.)**

“*Busy Line Verification/Busy Line Interruption*” is a service whereby a customer may obtain operator assistance to:

1. verify a busy condition on a called number, and/or
2. interrupt a call in progress and advise the parties of the call waiting.

“*Directory Assistance*” is a service that provides a customer with a local telephone number (LDA) or a long distance telephone number (LDDA) and/or address information including postal code where available. **(Note: Directory Assistance service is forborne from regulation effective August 5, 2009, as per Telecom Regulatory Policy CRTC 2009-243, May 1, 2009.)**

“*Directory Assistance Block*” or “*DA Block*” is a service that will restrict access to the Company’s directory assistance service from individual and multi-line business and residential lines in British Columbia and Alberta.

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308.2**Conditions of Service**ITEM
308.2A**Conditions of Service – General**ITEM
308.2A.1**Consumer Safeguards**

1. Company operators will identify themselves as representing the Company in all communications with customers. This includes the calling party, the called party, or the party asked to accept charges for operator-handled calls. F
2. Company operators will provide the customer with sufficient time to terminate (or disconnect) a call at no charge before a call is connected. |
3. When requested by the customer at the beginning of an operator-handled call, Company operators will provide the rates and charges and various alternate billing arrangements available to the customer. |
4. The Company will ensure that emergency calls placed to the Company's operators are processed. |
5. Company operators are fully aware of the Company's obligation to protect the "Confidentiality of Customer Records" as set out in the Company's General Tariff (21461) Item 119. The Company will maintain the accuracy, confidentiality, security, and privacy of personal information collected and used in the provision of telecommunications services. |
6. If Company operators encounter customers that are not satisfied with the service provided by the Company, the operator will inform the customer of the option to present the matter to the Company through the Company's Customer Service Centres – Action Line or to a company manager or senior manager. If, in following this process, the customer remains dissatisfied, the customer may direct their concern(s) to the Canadian Radio-television and Telecommunications Commission. |
7. Company operators when requested will explain complaint options available to a customer. |

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308.2 **Conditions of Service – Continued**

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308.2A.2 **Alternate Providers of Operator Services**

Any customer, other than a federally regulated carrier, that obtains facilities or services from the Company for the purpose of providing operator services must, prior to providing those services, enter into an agreement with the Company which sets out the terms and conditions and consumer safeguards with which they must comply. Customers who provide selected operator services to persons connected to their private business systems are exempt from this contract requirement.

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308.2B **Conditions of Service – Service Specific**

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308.2B.1 **Automatic Directory Assistance Call Completion**

(Forborne from regulation effective August 5, 2009, as per Telecom Regulatory Policy CRTC 2009-243, May 1, 2009.)

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1. ADACC charges will not be assessed for disabled/handicapped customers who are unable to use the directory due to an impairment which is certified by an organization, physician or individual acceptable to the Company, and who are registered with the Company as such.

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308.2 **Conditions of Service– Continued**

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308.2B.2 **Busy Line Verification / Busy Line Interruption**

1. The Busy Line Verification rate will apply each time an operator verifies a busy condition of a line.
2. The Busy Line Interruption rate will apply each time an operator interrupts a call in progress.
3. The Busy Line Interruption rate will apply whenever an operator interrupts a call, regardless of whether or not the parties interrupted terminate the call in progress.
4. When a customer requests both Busy Line Verification and Busy Line Interruption, only the Busy Line Interruption rate will be assessed.
5. The rates for Busy Line Verification and Busy Line Interruption service may be billed to:
 - a. the telephone number the customer is calling from;
 - b. a third number; or
 - c. a Company acceptable Calling Card.
6. The rates for Busy Line Verification and Busy Line Interruption cannot be billed to the called number.
7. Busy Line Verification and Busy Line Interruption services are not available with Collect Calls.

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308.2 **Conditions of Service – Continued**

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308.2B.3 **Directory Assistance**

(Forborne from regulation effective August 5, 2009, as per Telecom Policy CRTC 2009-243, May 1, 2009, except as noted below.)

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1. Listed address information will not be provided as follows:

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- a. For non-published telephone numbers
- b. To customers calling from:
 - Public Telephones on a sent paid basis (Note 1)
 - Radiotelephones requiring operator assistance to access Directory Assistance
 - Out-of-province

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Note 1: Directory Assistance Address information will be provided to customers calling from Public Telephones if the service can be billed to a third number or a Company acceptable Calling Card.

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308.2 **Conditions of Service – Continued**

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308.2B.3 **Directory Assistance - Continued**

2. Directory Assistance charges will not be assessed: C
 - a. For the provision of telephone numbers to:
 - i. Persons calling from Public or Semi-Public Telephones for LDA information or for LDDA information within Alberta and British Columbia.
 - ii. Persons calling from miscellaneous toll services (Mobile and Marine Radiotelephone, Air-to-Ground, Toll Station, Spacetel, Conferencing) and Manual 150 mobile telephones.
 - iii. Disabled/handicapped customers who are unable to use the directory due to an impairment which is certified by an organization, physician or individual acceptable to the Company, and are registered with the Company as such.
 - iv. Persons calling for LDA information from Federally or Provincially registered hospitals.
 - v. Requests to obtain Toll-free telephone numbers through LDDA by calling 1-800-555-1212.
 - b. For the provision of telephone numbers or address/postal code information when:
 - i. The telephone call can be classified by the operator as an emergency.
 - ii. The request is for a Zenith number.
3. At the customer's request, the Company will not disclose the customer's address information through Directory Assistance. |

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RESERVED FOR FUTURE USE

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308.2 **Conditions of Service – Continued**

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308.2B.4 **Directory Assistance Block (BC & AB)**

1. Directory Assistance Block is available to customers in British Columbia and Alberta.

3. DA Block Service is provided on the individual line number or pilot billing number of Residential and Business (individual and multi-line) customers, where technically possible.
4. The customer will be responsible for all Directory Assistance charges until their DA Block Service is activated.
5. The customer will be responsible for all Directory Assistance that might, due to technical limitations, bypass the Company's restriction mechanism.
6. DA Block restricts access to both local (411) and long distance dialing plans (1+604/250/778/403/780/587+555-1212) in British Columbia and Alberta. This service is intended for the Company's customers of both local and long distance services in British Columbia and Alberta. If a DA Block subscriber chooses an alternate carrier for either local or long distance service, the Company will be unable to block either the subscriber's local (411) or long distance (1+604/250/778/403/780/587+555-1212) Directory Assistance service (Note 2).

Note 2: DA Block customers will be able to dial 1+NPA+555-1212 to reach LDDA service where the NPA (area code) is in the United States and Canada, outside of British Columbia and Alberta. A customer must subscribe to Call Guardian Service, TCBC General Tariff Item 161, or Toll Restriction Services, TCI General Tariff 18001, Item 310, which blocks all 1+ long distance access to restrict access to LDDA service in the United States and Canada, outside of British Columbia and Alberta.

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308.2B.5 **Reserved For Future Use**

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308.2 **Conditions of Service – Continued**

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308.2B.6 **Other Tariff Items Containing Operator Assistance Charges**

- Public Telephone Service (see former TCI General Tariff (CRTC 18001), Item 205)
- Public Coin Telephone Service (see TCBC General Tariff (CRTC 1005), Item 115)
- Semi-Public Telephone Service (see former TCI General Tariff (CRTC 18001), Item 210)
- Alberta Manual 150 Mobile Telephone Service (see former TCI General Tariff (CRTC 18001), Item 270)
- Radiotelephone Service (see TCBC General Tariff (CRTC 1005), Items 218, 220, 222, 256 & 261)
- Message Relay Service (see former TCI General Tariff (CRTC 18001) Item 455 and TCBC General Tariff (CRTC 1005) Item 32)
- Operator Handled Message Toll Service (non-tariffed)

ITEM
308.3 **Rates**

The customer shall pay to the Company the following rates and charges for Operator Services. Such rates and charges are in addition to any other rates and charges that may be applicable.

	Alberta	British Columbia	
	Residence & Business	Residence	Business
Automated Directory Assistance Call Completion (ADACC) per Completed Call	(Note 1) N/A	(Note 1) N/A	(Note 1) N/A
Busy Line Verification only, each attempt	2.00	2.00	2.00
Busy Line Interruption only, each attempt	4.25	4.25	4.25
Directory Assistance per Telephone Number Request per Address/Postal Code Information Request	(Note 1) N/A	(Note 1) N/A	(Note 1) N/A
Directory Assistance Block Activation, per line	\$0.00	\$0.00	\$0.00

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Note 1: ADACC and Directory Assistance are forborne from regulation effective August 5, 2009, as per Telecom Regulatory Policy CRTC 2009-243, May 1, 2009.