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Arizona Corporation Commission

DOCKETED

AUG 21 2001

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Re: Network Operator Services, Inc. - Docket No. T-02679A-92-0190

Dear Sir/Madam:

Enclosed please find an original and ten (10) copies of Network Operator Services, Inc.'s initial tariff in compliance with Commission Order in Docket No. T-02679A-92-0190 and Decision No. 63906.

I have also enclosed an extra copy of this letter to be date stamped and returned to me in the self-addressed, postage prepaid envelope.

If you have any questions or if I may provide you with any additional information, please do not hesitate to contact me.

Respectfully submitted,

Anthony Cooke
Director of Government Affairs to
Lance J.M. Steinhart
Attorney for Network Operator Services, Inc.

Enclosures

cc: Ms. Crystal Murph (w/enc)
Director, Utilities Division (w/enc - 2 Copies)
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

NETWORK OPERATOR SERVICES, INC.

ORIGINAL SHEET NO. 1

TELECOMMUNICATIONS SERVICES TARIFF

TITLE SHEET

NETWORK OPERATOR SERVICES, INC.

SCHEDULE OF RATES, CHARGES AND REGULATIONS

APPLYING TO POINT-TO-POINT COMMUNICATIONS SERVICES

WITHIN THE STATE OF ARIZONA

ISSUED: August 21, 2001

EFFECTIVE: _____

LINDA MARTIN, SECRETARY
NETWORK OPERATOR SERVICES, INC.
P.O. BOX 3529
LONGVIEW, TX 75606

TELECOMMUNICATIONS SERVICES TARIFF

CHECK SHEET

Title Sheet and Sheets 1-19, inclusive, of this tariff are effective as of the date shown. Revised sheets contain all changes from the original tariff that are in effect on the date indicated.

Sheets in this tariff are as follows:

<u>SHEET</u>	<u>REVISION</u>
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	Original
19	Original

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TELECOMMUNICATIONS SERVICES TARIFF

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TELECOMMUNICATIONS SERVICES TARIFF

CONCURRING CARRIERS

None

CONNECTING CARRIERS

None

PARTICIPATING CARRIERS

None

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EXPLANATION OF SYMBOLS

- (C) To signify changed listing, rule, or condition that may affect rates or charges
- (D) To signify discontinued material, including listing, rate, rule or condition
- (I) To signify increase
- (M) To signify material relocated from or to another part of tariff schedules with no change in text, rate, rule, or condition
- (N) To signify new material including listing, rate, rule, or condition
- (R) To signify reduction
- (T) To signify change in wording of text but no change in rate, rule, or condition

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TELECOMMUNICATIONS SERVICES TARIFF

APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to the provision of intrastate telecommunications services by Network Operator Services, Inc. within the state of Arizona.

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P.O. BOX 3529
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TELECOMMUNICATIONS SERVICES TARIFF

SECTION A - DEFINITIONS

Aggregator - The person, firm, partnership, corporation, or other entity who owns, leases, or manages the pay telephone, PBX, or other switch vehicle from which an End User places a call utilizing the services of Network Operator Services, Inc.

Billing Agent - A corporation that has established billing and collection agreements with various Bell Operating Companies and independent telephone companies whose service is available to the Company for billing and collection.

Called Station - The terminating point of a call (i.e., the call number).

Calling Card Call - A billing arrangement whereby an end user may charge a call to a valid calling card issued by a regulated local exchange company with whom Company has billing and collection arrangements, either directly or indirectly through a third party billing agent.

Calling Station - The originating point of a call (i.e., the calling number).

Collect Call - A billing arrangement by which the charge for a call may be charged to the called station, provided the called station accepts responsibility for such charge when asked by the Company Operator.

Commission - The Arizona Corporation Commission

Company - Network Operator Services, Inc.

Credit Card Call - A billing arrangement whereby an end user may charge a call to a valid commercial credit card. American Express, VISA and Master Card are examples of cards accepted by Network Operator Services, Inc.

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TELECOMMUNICATIONS SERVICES TARIFF

SECTION A - DEFINITIONS (Continued)

End User - Any person, firm, partnership, corporation, or other user furnished telecommunication services under the provisions and regulations of this tariff.

Direct Dialed (1 +) Calls - Calls billed to the originating telephone line and placed without the assistance of an operator.

Incomplete Call - Any call where voice transmission between the calling and called station is not established (i.e., busy, no answer, etc.)

Operator Station-to-Station - A service other than person-to-person whereby the assistance of an operator is required to complete a call originated by the end user.

Person-to-Person Call - A service whereby the end user originating the call specifies to the operator a particular person, station, room number, department or office to be reached through a PBX attendant.

Service Charge - A charge added to the basic mileage rate for a telephone call for the assistance of an operator or the usage of a calling card.

Third Party Billed Call - A billing arrangement by which the charges for a call are billed to a number that is different from the calling number and the called number; provided the third party accepts responsibility for the charge when asked by the operator.

Translation (Inbound) "800" Service - Calling service that allows the charges for incoming calls to be billed to the recipient of the calls.

Travel Card - A card assigned by Network Operator Services, Inc., which allows its customers to bill telephone calls to their Network Operator Services, Inc., account.

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TELECOMMUNICATIONS SERVICES TARIFF

SECTION B - RULES AND REGULATIONSB.1 Undertaking of Network Operator Services, Inc.

The Company provides long distance service (direct dial, inbound "800", and travel card calling) directly to residence and business customers.

The Company also provides operator assistance services (intrastate intraLATA, intrastate interLATA and interstate) for pay telephones, hotels, and motels, hospitals, airports, colleges, etc. Service is provided to aggregators for all operator assisted traffic on their phones. Such services are provided to end users from aggregator locations through the Company's Longview, TX switching/operator center via resold transmission facilities procured from interexchange carriers (IXCs) and in accordance with provisions of this tariff and with the requirements of the Arizona Corporation Commission's Alternate Operator Service Rules (A.A.C. R14-2-1001 through R14-2-1014).

B.2 Limitations

B.2.1 Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this tariff.

B.2.2 Company reserves the right to discontinue service when necessitated by conditions beyond its control, or when the end users or aggregator is using the service in violation of the provisions of this tariff and/or Commission rules and regulations.

B.2.3 Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

B.2.4 Company reserves the right to refuse service to end users due to insufficient or invalid billing information and/or refusal or a third or called party to accept billing.

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TELECOMMUNICATIONS SERVICES TARIFF

SECTION B - RULES AND REGULATIONS (Continued)

B.3 Use

B.3.1 Services provided under this tariff may be used only for the transmission of communications by end users from aggregator locations in a manner consistent with the terms of this tariff.

B.3.2 Services provided under this tariff shall not be used for unlawful purposes.

B.4 Liability

B.4.1 Company's liability, if any, for its willful misconduct is not limited by this tariff. With respect to any other claim or suit, by an end user, Aggregator, or any other, for damages associated in any way with the installation, provision, termination, maintenance, repair, restoration or use of services governed by this tariff, including any and all equipment and facilities incidental to or associated with such services, Company's liability, if any, shall not exceed an amount equal to the charge applicable under this tariff to the period during which services were affected. This liability for damages shall be in addition to any amounts that may otherwise be due the end user under provisions of this tariff, if any, as a credit allowance.

B.4.2 Company is not liable for any damages caused in whole or in part by, or associated with, any service (including but not limited to channels, maintenance, repair or restoration) or equipment which it did not furnish.

B.4.3 In the event Company is subjected to any liability or damages for its acts or omissions, other than willful misconduct, notwithstanding the provisions of the two preceding sections, Company shall be indemnified, defended, and held harmless by the Aggregator and end user against all claims, losses, or damages arising in whole or in part from, or in any way associated with, the installation, provision, termination, maintenance, repair, restoration or use of services governed by this tariff, including any and all equipment and facilities incidental to or associated with such services.

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TELECOMMUNICATIONS SERVICES TARIFF

SECTION B - RULES AND REGULATIONS (Continued)

B.4.4 Company's failure to provide, maintain or restore service under this tariff shall be excused by labor difficulties, governmental orders, civil commotions, acts of God, and other circumstances beyond Company's reasonable control, subject to the Credit Allowances in this tariff, if any, applicable to interruptions in service.

B.5 Terminal Equipment

Company's facilities and service may be used with or terminated in aggregator provided terminal equipment or aggregator provided communications systems, such as a PBX or pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the aggregator, except as otherwise provided. The aggregator is responsible for all costs at his or her premises, including personnel, wiring, electrical power and the like, incurred in the use of Company's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunication industry. Further, owners of pay telephones must operate such equipment in accordance with applicable Arizona State Corporation Commission regulations and orders.

B.6 Installation and Termination

B.6.1 Service is provided upon contractual agreement between the Aggregator and Company. The agreement specifies the terms and conditions of service, termination of service, commission structure, and commission payment arrangements.

B.6.2 Aggregators must program their equipment to route the following call types directly as dialed by the end user to the local exchange carrier:

- a) all calls dialed 9-1-1

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TELECOMMUNICATIONS SERVICES TARIFF

SECTION B - RULES AND REGULATIONS (Continued)

B.6.3 Each aggregator must post conspicuously on or near telephone subscribed to Company for operator services a form containing the following information:

1. Operator Service Provider:
Network Operator Services, Inc.
P.O. Box 3529
Longview, TX 75606
1-800-530-4896
2. Statement:
"Company's rates, operator surcharges, and location specific surcharges apply to all operator assisted calls."
3. Dialing instructions for all calls; applicable to the location
4. Statement:
"For billing inquiries or service complaints dial 1-800-530-4896."
5. Statement:
"You may use another long distance carrier. Follow your Carrier's instructions or contact the Local Exchange Operator for assistance."

B.6.4 All calls will be branded twice in accordance with federal regulations to give end users the opportunity to disconnect before charges are incurred.

B.6.5 Aggregators may not block access to other carriers.

B.6.6 Call Splashing

When an end user asks for a preferred carrier other than Company, the end user will be instructed to reach the carrier by dialing that carrier's access code.

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TELECOMMUNICATIONS SERVICES TARIFF

SECTION B - RULES AND REGULATIONS (Continued)

B.6.7 Violation of any requirement and specifically those detailed in B.6.2, B.6.3 and B.6.5 shall, if continued after proper notice and opportunity for correction, result in termination of service to the aggregator.

B.7 Payment for Service and Credit Allowance

B.7.1 All charges due by the end user are payable to any agency duly authorized to receive such payments. The billing agency may be a Local Exchange Company with whom Company has Billing and Collection Agreements; a billing agent through Local Exchange Companies with whom such billing agent has Billing and Collection Agreements; or a credit card company. Due dates and methods of payment are those specified by the billing agency.

B.7.2 End users may receive credit adjustments up to an allowable amount for contested charges by contacting the billing agency whose number is shown on the end user's bill. Adjustments exceeding these allowances, if any, will be authorized after appropriate investigation. Credit card companies will credit the contested amount(s) and notify Company for investigation and rebilling if appropriate.

B.7.3 Incomplete calls are not billed.

B.8 Credit Checks and Deposits

1+ customers may be subject to a credit check before Company agrees to provide service. Based on credit information obtained, a deposit may be required. Company does not require a deposit from aggregators that contract with Company for operator services.

B.9 Advance Payments

Company does not require advance payments from its 1+ customers or aggregators.

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TELECOMMUNICATIONS SERVICES TARIFF

SECTION B - RULES AND REGULATIONS (Continued)

B.10 Complaint Procedures

Inquiries and complaints regarding Company's service may be communicated as follows:

For 1+ Services: Network Operator Services, Inc.
Linda Faber
Manager of Customer Service
P.O. Box 3529
Longview, TX 75606
1-800-530-4896

For Operator Services: Network Operator Services, Inc.
India Harvey
0+ Customer Service Account Executive
P.O. Box 3529
Longview, TX 75606
1-800-530-4896

Complaints/inquiries that can be resolved by telephone will be processed within three (3) working days of receipt. Complaints/inquiries requiring investigation will be resolved within 10 working days of receipt. Company will respond in writing to all written inquiries and when appropriate, forward the response to the Commission.

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TELECOMMUNICATIONS SERVICES TARIFF

SECTION C - DESCRIPTION OF SERVICE OFFERED

C.1.1 Company provides 24-hour long distance services, including operator services. The Company provides direct dial (1+) calls, translation (inbound) "800" calls, collect calls, person-to-person calls, calling card calls, Company travel card calls, commercial bank card calls (when available at a particular location), and calls billed to a third number. Calls are routed over designated carrier facilities to Company's Longview, Texas switch center.

C.1.2 Calls requiring operator intervention will be routed to an operator position. Company operators (both live operator systems and automated operator systems) will answer each call by identifying Company as the service provider.

C.1.3 Billing information will be collected. On operator service traffic, validation will be performed on billing information. Authorized calls will be released for completion and call timing will be performed in the processing switch.

C.2 Billing Methods

For operator service traffic, end users may select any one of the following billing methods:

- A. Bill to a valid calling card
- B. Bill to a valid major credit card (at most locations)
- C. Bill to a called number (collect), provided however that the called party agrees to pay said charges
- D. Bill to a third number, provided that the third party accepts responsibility for payment of charges

C.3 Timing of Calls

C.3.1 Direct dial, "800", travel card, calling card and commercial card calls: Timing begins when a connection is established between the calling and called stations.

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TELECOMMUNICATIONS SERVICES TARIFF

SECTION C - DESCRIPTION OF SERVICE OFFERED (Continued)

C.3.2 Collect calls: Timing begins when the operator releases the call after charges have been accepted.

C.3.3 Third Party calls: Timing begins when the calling station is connected to the called station after the third party accepts the charges.

C.3.4 Person to Person calls: Timing begins when the caller is connected to the specified party.

C.3.5 Chargeable time ends when the calling station "hangs up" thereby releasing the network connection.

C.3.6 For billing purposes, chargeable time is based on the actual duration as defined above. On operator services traffic, calls are rounded up to the next full minute. Some locations may have three (3) minute minimum billing requirements. On direct dial services, charges are calculated according to customer specific agreements. Charges are based on one (1) minute increments.

C.4 Calculation of Distance

The rates set forth are mileage sensitive and based on the airline distance between rate centers associated with the originating and terminating points of the call.

Formula:

$$\sqrt{\frac{[(V_1-V_2)^2 + (H_1-H_2)^2]}{10}}$$

The mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers and associated with the rate centers involved. Company uses the rate centers and associated vertical and horizontal coordinates that are produced by Bell Communications Research in their NPA-NXX V&H Coordinates Tape.

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TELECOMMUNICATIONS SERVICES TARIFF

SECTION D - RATES AND CHARGES

D.1 General

The rates and charges set forth following are applicable to calls originating and terminating within the state of Arizona.

D.2 Operator Assisted Rates

IntraLATA Operator Services Per Minute Rates

Mileage Bands	DAY*		EVENING*		NIGHT*	
	Initial	Additional	Initial	Additional	Initial	Additional
0 to 10	\$0.30	\$0.30	\$0.30	\$0.30	\$0.30	\$0.30
11 to 16	\$0.40	\$0.30	\$0.30	\$0.30	\$0.30	\$0.30
17 to 22	\$0.40	\$0.30	\$0.30	\$0.30	\$0.30	\$0.30
23 to 30	\$0.45	\$0.30	\$0.3135	\$0.30	\$0.30	\$0.30
31 to 40	\$0.45	\$0.30	\$0.3135	\$0.30	\$0.30	\$0.30
41 to 55	\$0.45	\$0.30	\$0.3135	\$0.30	\$0.30	\$0.30
56 to 70	\$0.52	\$0.33	\$0.359	\$0.30	\$0.30	\$0.30
71 to 124	\$0.52	\$0.33	\$0.359	\$0.30	\$0.30	\$0.30
125 to 196	\$0.53	\$0.36	\$0.359	\$0.30	\$0.30	\$0.30
197 to 292	\$0.58	\$0.36	\$0.359	\$0.30	\$0.30	\$0.30
Over 292	\$0.58	\$0.38	\$0.398	\$0.30	\$0.30	\$0.30

IntraLATA Operator Per Call Surcharges

Customer Dialed Calling or Credit Card	\$1.50
Operator Dialed Calling or Credit Card	\$2.50
Collect Call - Station to Station	\$2.30
Collect Call - Person to Person	\$4.50
Third Party Billed - Station to Station	\$2.30
Third Party Billed - Person to Person	\$4.50
Operator Dialed Surcharge	\$2.00
Location Specific Charge	\$1.00
Directory Assistance	\$2.00

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TELECOMMUNICATIONS SERVICES TARIFF

SECTION D - RATES AND CHARGES (Continued)

InterLATA Operator Services Per Minute Rates

Mileage Bands	DAY*		EVENING*		NIGHT*	
	Initial	Additional	Initial	Additional	Initial	Additional
0 to 10	\$0.30	\$0.30	\$0.30	\$0.30	\$0.30	\$0.30
11 to 16	\$0.40	\$0.30	\$0.30	\$0.30	\$0.30	\$0.30
17 to 22	\$0.40	\$0.30	\$0.30	\$0.30	\$0.30	\$0.30
23 to 30	\$0.45	\$0.30	\$0.3135	\$0.30	\$0.30	\$0.30
31 to 40	\$0.5065	\$0.30	\$0.3135	\$0.30	\$0.30	\$0.30
41 to 55	\$0.5307	\$0.3332	\$0.3135	\$0.30	\$0.30	\$0.30
56 to 70	\$0.556	\$0.3732	\$0.359	\$0.30	\$0.30	\$0.30
71 to 124	\$0.556	\$0.3865	\$0.359	\$0.30	\$0.30	\$0.30
125 to 196	\$0.556	\$0.4265	\$0.359	\$0.30	\$0.30	\$0.30
197 to 292	\$0.556	\$0.4799	\$0.359	\$0.30	\$0.30	\$0.30
Over 292	\$0.58	\$0.482	\$0.3908	\$0.30	\$0.30	\$0.30

InterLATA Operator Per Call Surcharges

Customer Dialed Calling or Credit Card	\$1.50
Operator Dialed Calling or Credit Card	\$2.50
Collect Call - Station to Station	\$2.30
Collect Call - Person to Person	\$4.60
Third Party Billed - Station to Station	\$2.30
Third Party Billed - Person to Person	\$4.50
Operator Dialed Surcharge	\$2.00
Location Specific Charge	\$1.00
Directory Assistance	\$2.00

* Day period is Monday - Friday 8:00am to 5pm

Evening period is Sunday - Friday 5:00pm to 11:00pm

Night period is Sunday - Thursday 11:00pm to 8:00am and 11:00pm Friday through 5:00pm
Sunday

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TELECOMMUNICATIONS SERVICES TARIFF

SECTION D - RATES AND CHARGES (Continued)

D.3 Long Distance, Inbound 800/888, and Travel Card Rates

Direct Dial (1+)

Per minute, all mileage bands \$0.055 to \$0.15

Translation "800" (Inbound)

Per minute, all mileage bands \$0.085 to \$0.20
Payphone Surcharge \$0.40

Company Travel Card Rates

Per minute, all mileage bands \$0.10 to \$0.35
Payphone Surcharge \$0.40

IntraLATA traffic carried by Company, whether intentional or incidental, will only be permitted when the required compensation has been paid to the LEC.

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