

THE  
PUBLIC UTILITIES COMMISSION  
OF THE STATE OF COLORADO

RULES REGULATING OPERATOR SERVICES FOR  
TELECOMMUNICATIONS SERVICE PROVIDERS  
AND TELEPHONE UTILITIES

4 CODE OF COLORADO REGULATIONS 723-18

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RULE (4 CCR) 723-18-3. NONOPTIONAL OPERATOR SERVICES.

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~~723-18-3.1.3 Calls made by inmates at penal institutions or other correctional facilities who are not permitted to use coins when placing calls at coin operated or coinless telephones or who are required to use an operator's services to complete a call because of the rules or regulations of said institutions or facilities.~~

723-18-3.1.3 [REPEALED - RESERVED FOR FUTURE USE.]

723-18-3.1.4 Calls made by individuals who identify themselves as disabled to the extent that they are functionally unable to complete a call (for example, unable to use rotary dial or Touch-Tone pad) without operator assistance. These calls include those made with telecommunications devices for the deaf.

723-18-3.1.5 Operator-assisted call reconnection for disconnection or poor transmission, and operator-handled credit requests.

723-18-3.1.6 [REPEALED - RESERVED FOR FUTURE USE.]

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**RULE (4 CCR) 723-18-4. OPTIONAL OPERATOR SERVICES.**

723-18-4.1 Optional operator services provided by operators to customers which offer individualized and select call processing include, but are not limited to:

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723-18-4.1.7 Calls made by inmates at penal institutions or other correctional facilities who are not permitted to use coins when placing calls at coin operated or coinless telephones or who are required to use an operator's services to complete a call because of the rules or regulations of said institutions or facilities.

723.18.4.1.7.1 Providers who have tariffs for inmate services on file with the Colorado Public Utilities Commission as of June 18, 2003, shall file an advice letter and/or a transmittal letter, as appropriate, which removes from existing tariff and/or price list any and all rates, terms, and conditions related to inmate service. These filings may be allowed to become effective on not less than 1 day notice to the Commission.

723-18-4.2 Persons who provide optional operator services and who provide the nonoptional operator services described in Rules 3.1.4 through 3.1.7 at no additional cost to the user in order to support the public switched network, and incidental to the primary business of providing optional operator services, shall not be considered nonoptional operator service providers subject to the Commission's jurisdiction.

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**RULE (4 CCR) 723-18-APPENDIX A -  
BENCHMARK MAXIMUM OPERATOR SERVICES RATES**

<b><u>No.</u></b>	<b><u>Operator Service</u></b>	<b><u>Rate</u></b>
	Usage Rates	
1.	Flat (Message) Rate per call	.11
	Flat (Measured) Rate per minute	
2.	Day	.20
3.	Evening/Night/Weekend	.11
	Calling Card Station Rates	
	Customer Dialed	
4.	Automated (Mechanized)	.30
5.	Operator Assisted	.58
6.	Operator Dialed	1.13
7.	Operator Assistance	.75
	Operator (Assisted)	
8.	Station-to-Station	1.25
9.	Collect	1.85
10.	Billed to Third Party	1.51
11.	Person-to-Person	3.00
	Busy Line	
12.	Verification	1.25
13.	Interrupt	2.00
14.	<del>[RESERVED FOR FUTURE USE] Prison Inmate Operator Station Collect</del>	<del>1.85</del>
15.	Pay Telephone Charge (Facilities based providers only)	.26

~~RULE (4 CCR) 723-18-EXHIBIT 1~~

~~NOTES ON ORIGINAL SOURCES OF OPERATOR SERVICES RATES~~

<u><del>No.</del></u>	<u><del>Operator Service</del></u>	<u><del>Note</del></u>
	<del>Usage Rates</del>	
1.	<del>—— Flat (Message) Rate per call</del>	<del>1</del>
	<del>—— Flat (Measured) Rate per minute</del>	
2.	<del>—— Day</del>	<del>2</del>
3.	<del>—— Evening/Night/Weekend</del>	<del>2</del>
	<del>Calling Card Station Rates</del>	
	<del>—— Customer Dialed</del>	
4.	<del>—— Automated (Mechanized)</del>	<del>3a</del>
5.	<del>—— Operator Assisted</del>	<del>4</del>
6.	<del>—— Operator Dialed</del>	<del>3b</del>
7.	<del>Operator Assistance</del>	<del>3c</del>
	<del>Operator (Assisted)</del>	
8.	<del>—— Station-to-Station</del>	<del>4</del>
9.	<del>—— Collect</del>	<del>2</del>
10.	<del>—— Billed to Third Party</del>	<del>4</del>
11.	<del>—— Person-to-Person</del>	<del>4</del>
	<del>Busy Line</del>	
12.	<del>—— Verification</del>	<del>4</del>
13.	<del>—— Interrupt</del>	<del>4</del>
14.	<del>Prison Inmate Operator Station Collect</del>	<del>2</del>
15.	<del>Pay Telephone Charge</del>	<del>2, 5</del>
	<del>—— (Facilities based providers only)</del>	
16.	<del>Call Completion</del>	<del>6</del>

**~~RULE (4 CCR) 723-18-EXHIBIT 1-NOTES:~~**

- ~~1. U S WEST Communications, Inc. Exchange and Network Services  
Tariff, Colorado PUC No. 15, Section 5, Sheet 171.1~~
- ~~2. U S WEST Communications, Inc. Exchange and Network Services  
Tariff Colorado PUC No. 15, Section 6, Price List Sheets 1  
and 2~~
- ~~3. U S WEST Communications, Inc. Statement of Generally  
Available Terms and Conditions; See Page 3 of this Exhibit.  
a. Rate is 18¢  
b. Rate is 46¢  
c. Rate is 36¢~~
- ~~4. AT&T Communications of the Mountain States, Inc., Local  
Exchange Services Tariff Colorado PUC No. 1, Price List,  
Page 2~~
- ~~5. AT&T Communications of the Mountain States, Inc.,  
Telecommunications Services Terms and Conditions Tariff,  
Price List, Section 7, Page 1~~
- ~~6. AT&T Communications of the Mountain States, Inc., Consumer  
Local Services Tariff, Price List, Section 9, Page 1~~

~~RULE (4 CCR) 723-18-EXHIBIT 1-STATEMENT~~

~~U S WEST COMMUNICATIONS, INC.~~

~~STATEMENT OF GENERALLY AVAILABLE TERMS AND CONDITIONS~~

~~OPERATOR SERVICES RATES~~

~~FOR COMPARISON WITH BENCHMARK MAXIMUMS~~

<del>No.</del>	<del>Operator Service</del>	<del>Rate</del>
	Usage Rates	
1.	<del>Flat (Message) Rate per call</del>	<del>None</del>
	<del>Flat (Measured) Rate per minute</del>	
2.	<del>Day</del>	<del>.00283</del>
3.	<del>Evening/Night/Weekend</del>	<del>.00283</del>
	Calling Card Station Rates	
	<del>Customer Dialed</del>	
4.	<del>Automated (Mechanized)</del>	<del>.18</del>
5.	<del>Operator Assisted</del>	<del>.46</del>
6.	<del>Operator Dialed</del>	<del>.36+.46</del>
7.	<del>Operator Assistance</del>	<del>.36</del>
	<del>Operator (Assisted)</del>	
8.	<del>Station-to-Station</del>	<del>.84</del>
9.	<del>Collect</del>	<del>.36+.84</del>
10.	<del>Billed to Third Party</del>	<del>.36+.84</del>
11.	<del>Person-to-Person</del>	<del>2.05</del>
	Busy Line	
12.	<del>Verification</del>	<del>.72</del>
13.	<del>Interrupt</del>	<del>.87</del>
14.	<del>Prison Inmate Operator Station Collect</del>	<del>.36+.84</del>
15.	<del>Pay Telephone Charge</del>	<del>None</del>
	<del>(Facilities based providers only)</del>	
16.	<del>Call Completion</del>	<del>.085</del>