AT&T PAYPHONE SERVICE PROVIDER (PSP)
OPERATOR SERVICES TRANSLATIONS QUESTIONNAIRE (OSTQ)

PSP Customer should save the OSTQ documents from the website to their PC by using the AT&T Prime Access Website (primeaccess.att.com). Under the Payphone heading, the OSTQ documents can be found in the Forms section of the handbook. Once the document is saved to a local computer, the documents can be unlocked by going to tools, and selecting unprotect. Data should be saved to the document before sending to AT&T. **A completed OSTQ must be sent to PSP Account Manager and the Operator Service Implementation Manager.**

The Operator Services Translations Questionnaire (OSTQ) provides the information required for establishing rates for PSP customers for dumb set/smart line phones that identify to the operator as Coin Pre (send 27 signaling). Operator counts the coins. Customer has to complete the Coin OSTQ to activate service with ATT OS to provide R/R to end users through the external rater.

Reference/Rater is the system that interfaces with the dumb set to provide rates for PSPs utilizing Coin Line/Smart Coin service. Utilizing Reference/Rater, an operator or a mechanized operator can determine and announce the applicable PSP customized charges.

AT&T PAYPHONE SERVICE PROVIDER (PSP)
INSTRUCTIONS

CUSTOMER INFORMATION:

Customer Name: Enter the name of PSP company requesting service.

Contact: Enter contact information. This information will be utilized if there are questions regarding information provided on the PSP OSTQ.

Type of Activity: Check appropriate box for New, Change, or Deletion.

Date Submitted: Enter the date OSTQ is submitted to AT&T.

Requested Service Date: Enter the requested service date.

In Service Date: This field will be completed by AT&T upon receipt. For new service, this date is typically no earlier than 30 days after Operator Services receives a completed questionnaire.

SERVING AREA INFORMATION:

Indicate LATAs served by PSP.

OPERATOR ASSISTANCE RATING INFORMATION: (rates you want to receive for the call type.)

Provide local drop rate. If the drop rate is added to local/IntraLATA surcharges, check yes.

LOCAL SURCHARGES:
If operator surcharges apply, check yes and enter applicable surcharges in chart. Dialing patterns vary by state and are available on the AT&T PSP website.

INTRALATA SURCHARGES:
If operator surcharges apply, check yes and enter applicable surcharges in chart. Dialing patterns vary by state and are available upon request.

INTRALATA RATE INFORMATION:
Indicate the preferred IntraLATA Rate Method used to determine rates. Select between Single rating or Mileage Based rating. Single area rating is used when only one rate applies for all IntraLATA-terminating points. Mileage Based rating uses Vertical and Horizontal (VH) coordinates for the calling and called points to determine air miles.

For Single IntraLATA rate, provide the rate and rating period (i.e. 1 minute or 60 seconds) for the initial and additional periods. For example, $0.10 a minute for initial minute and $0.09 each additional minute.

The suggested rate interval for additional rating period is 2 minutes.

For Mileage Based rates, indicate the initial and additional rating period. Also, specify the mileage band that applies for each rate. For example, 0-12 miles cost $0.12 for the first minute and $0.11 for each additional minute.

Unless otherwise stated, IntraLATA rates will apply to Interstate/IntraLATA points and Local rates will apply to Local Interstate/InterLATA points.

BUSY LINE VERIFICATION AND INTERRUPT:
Provide rates used for the Surcharges for Line Status Verification (BLV) and Busy Line Interrupt (BLV/I).

HOLIDAY AND DISCOUNT INFORMATION:
Answer questions regarding holidays and discounts. Specify whether or not discounted rates apply. If discounts or holidays apply, specify the discounts and dates, if applicable, in the appropriate chart.

PERCENT DISCOUNT

	DAY OF WEEK	FROM	TO	% DISCOUNT
EXAMPLE:	SUN	0800	1700	40%
EXAMPLE:	New Years Day	0800	1700	40%

-- OR --

FLAT RATE DISCOUNT

	DAY OF WEEK	FROM	TO	MILEAGE	INITIAL RATE	ADDITIONAL RATE
EXAMPLE:	SUN	0800	1700	0 – 17	.08	.07
EXAMPLE:	New Years Day	0800	1700	0 – 17	.08	.07

Initial rate is for the first minute. Additional rate is for each additional minute. Unless otherwise indicated, Sunday Holiday rates will be applied on the following Monday and Saturday Holiday rates will be applied to the proceeding Friday. For example, if July 4th is a discounted holiday and it falls on a Saturday one year, the holiday rate will be applied on July 3rd. This example shows how it is typically handled. Weekends are usually discounted unless the PSP specifies otherwise.

DIRECTORY ASSISTANCE INFORMATION:

If 0+ Access is allowed for Directory Assistance, complete the rates in the chart. Complete the 0- rates for Directory Assistance. For Direct Dialed Directory Assistance, complete with applicable rates.

DIRECTORY ASSISTANCE CALL COMPLETION (DACC) INFORMATION:

Provide DACC rates in the chart provided. Non-automated DACC is only provided in the Southwest region.