

CINCINNATI BELL TELEPHONE COMPANY LLC
Local Telephone Service Agreement - Kentucky

Section 21 – Operator Services

A. LOCAL DIRECTORY ASSISTANCE SERVICE

1. General

In addition to providing telephone directories to all Local Exchange Service subscribers, the Telephone Company furnishes Local Directory Assistance Service upon request whereby customers may obtain assistance in determining telephone numbers, names, directory addresses and zip codes.

The rates set forth below apply when customers of the Telephone Company request assistance in determining telephone numbers of customers who are located in the same local service area.

Local Directory Assistance Service allows a subscriber to provide a name to get a telephone number, zip code and/or directory address.

Local Directory Assistance Service does not provide the telephone number, name, address or zip code for a nonpublished listing. However, this information will be provided in those situations where a customer's listing is not in the directory and the customer is not specifically paying for nonpublished service.

Directory Assistance Call Completion Service is included as part of Local Directory Assistance Service at no additional charge. Directory Assistance Call Completion Service provides Local Directory Assistance customers the option of having their calls to the requested directory number completed automatically by the Operator Services Switch (OSS). Toll, message, or local usage charges as a result of Directory Assistance Call Completion Service will be applicable. This Section provides additional information regarding Directory Assistance Call Completion Service.

2. Application of Charges and Allowances

There will be a charge for all customer calls to Directory Assistance except in the following instances:

Exceptions

- a. Direct dialed calls from hospitals and skilled nursing homes. For purposes of this paragraph, the term skilled nursing home applies to those nursing homes that provide around-the-clock professional nursing care.
- b. Calls from exchange access lines where the customer or a member of the customer's household has been certified by registered physician as unable to use a directory because of a visual or physical handicap.

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B. LOCAL CONFERENCE SERVICE

1. General

- a. Local conference service is that of furnishing local connections on three or more exchange access lines subject to equipment limitations or combinations thereof on one connection at the same time so that each may communicate with all the others. Service between all connections must be local. If service between any two of the connections is toll, the service is classed as toll conference service. For regulation and rates for toll conference service, refer to the Toll Tariff.
- b. Local conference service is offered only when all connections are between exchange access lines having Cincinnati and Kentucky Metropolitan in their local calling area.
- c. One class of service is offered whether the call is to specified persons or specified numbers. Subject to the provisions in a. preceding, the Telephone Company, upon request, will endeavor to arrange for the establishment of a local conference connection at a specified time.
- d. Charges for local conference calls are billed only to the originating customer. Chargeable time begins when connection is established between all the persons on the conference and ends when the connection is terminated at all points. A customer's request that a conferee be added to or disconnected from a conference call on which conversation is in progress, is considered as terminating the call and initiating a new call to the revised group.

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C. DIRECTORY ASSISTANCE CALL COMPLETION

1. General

The Telephone Company provides Directory Assistance Call Completion (DACC) service to customers who have accessed local Directory Assistance. Directory Assistance Call Completion service provides Directory Assistance customers the option of having their calls to the requested directory number completed automatically by the Operator Services System (OSS).

Directory Assistance Call Completion is activated by the customer when the customer depresses a specific digit on a touch-tone telephone during the DACC announcement prompt. The DACC announcement prompt will be given when the customer receives the requested directory number from the automated Interactive Voice System (IVS).

2. Regulations

- a. The calling number and the number requested to be completed must be in the same Local Access Transport Area (LATA) or the local calling area where the request originated.
- b. Only the second provided Directory Assistance telephone number will be completed if two Directory Assistance requests are made by the customer during the same call.
- c. Directory Assistance Call Completion Service is included as part of Local Directory Assistance Service and Directory Assistance Business Category Search at no additional charge. However, toll, message or local measured usage charges as a result of Directory Assistance Call Completion will be applicable.
- d. The following customer groups are not offered this completion service:
 - Customer Owned Coin Operated Telephones (COCOT)
 - Hospitals
 - Hotels/Motels
 - Prisons/Inmates
 - Interexchange Carriers and Independent Telephone Companies
 - Mobile
- e. Directory Assistance Call Completion will be furnished only where facilities permit.
- f. Directory Assistance Call Completion will not be provided to complete calls to non-published telephone numbers, 700, 800, 900 or 976 numbers.

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C. DIRECTORY ASSISTANCE CALL COMPLETION (Continued)

3. Rates and Charges

There is no charge associated with Directory Assistance Call Completion Service. It is included as part of Local Directory Assistance Service and Directory Assistance Business Category Search at no additional charge. However, toll, message or local measured usage charges as a result of Directory Assistance Call Completion will be applicable.

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D. OPERATOR COMPLETION OF LOCAL CALLS

1. General

The charge for the Operator Completion of Local Calls applies when a customer requests the assistance of the Telephone Company operator to complete a local call or to complete a call to a Cellular Telephone Service Number.

2. Regulations

- a. This service is only provided upon customer request and on a per call basis. This is not a monthly subscription service.
- b. All existing usage charges are applicable in addition to the charge for the operator completion of the local call.
- c. The Operator Completion of Local Calls service charge does not apply, to calls placed for customers with special needs, to emergencies such as 911 calls, to calls arising from telephone company problems such as calls to the Company's repair office or problems on the line which prevent completing the call, and to sent paid calls from public, semi-public and customer-provided public telephone service telephones.
- d. This service will be provided where technically feasible.

3. Rates and charges, as found in the Pricelist associated with this Service Agreement.

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E. NATIONAL DIRECTORY ASSISTANCE SERVICE

1. General

National Directory Assistance Service (NDA) provides the name Address, telephone number, and area code information of telephone Service subscribers located outside of Cincinnati Bell Telephone (CBT) Company's Local Access Transport Area (LATA). The NDA information may include directory assistance information for anywhere in the United States except for listings that are normally provided as part of the CBT's local Directory Assistance Service. International information will be provided where available. The information utilized to provide this service is obtained from a third party.

- a. The NDA information provided may be all or any portion of the directory assistance information listed above. NDA service information will only be provided to customers located within the CBT's local service area.
- b. NDA information may be obtained by giving a name to get a telephone number, zip code and/or directory address. NDA information may also be obtained by giving a telephone number ("reverse search") to get a name, zip code and/or directory address.
- c. NDA Service charges apply instead of Directory Assistance Business Category Search Service charges when the information provided to customers is based on category or type of business requested rather than the name or telephone number. This provision only applies when the business type or category search information is provided for a location outside of CBT's local Directory Assistance Service area.
- d. NDA Service calls may be answered by and information may be given by an Audio Response Unit (ARU) or by an operator.

2. Regulations

- a. Calls from customers who request directory listing information for a location outside of CBT's LATA (except directory information provided via CBT's existing local Directory Assistance Service) will automatically be designated as an NDA Service call.
- b. The rates listed in Paragraph 3 below will apply for all calls classified as NDA Service.
- c. A maximum of two requests or searches will be provided for each NDA Service charge. One of the two requests or searches may be one of the other Directory Assistance Services in this section of the Tariff (Local Directory Assistance Service, Directory Assistance Business Category Search Service, or Reverse Search Directory Assistance Service). The higher charge of the two types of requests will be applicable.

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E. NATIONAL DIRECTORY ASSISTANCE SERVICE (Continued)

2. Regulations (Continued)

- d. CBT shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished and the customer shall save CBT harmless against all claims (including costs and reasonable legal fees) that may arise from the use of such information
- e. Directory Assistance Call Completion Service is not available with NDA Service.
- f. NDA Service calls will not be accepted from the following groups:

Access Line Service for Customer-Provided Public Telephone Service

Prisons/Inmate Service Facilities

3. Rates and Charges

Rates and charges, as found in the Pricelist associated with this Service Agreement, apply for each NDA Service call (maximum of two requests or searches per call. (See Note.) These charges are applicable even if no listing information was found.

Note: One of the two requests or searches may be one of the other Directory Assistance Services in this section of the Tariff (Local Directory Assistance Service, Directory Assistance Business Category Search Service, or Reverse Search Directory Assistance Service). The higher charge of the two types of requests will be applicable.

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F. DIRECTORY ASSISTANCE BUSINESS CATEGORY SEARCH SERVICE

1. General

Directory Assistance Business Category Search Service is a separate directory assistance service that provides information to customers based on the category or type of business requested rather than the name of the business. The service provides information to the calling Party based on a search of the database for product and/or service listings, e.g. flowers, hardware, etc. Where technically possible and Economically feasible the service will also include searching for geographic locations such as a "hardware store on the east side".

- a. Directory Assistance Business Category Search Service will only be available to customers located within CBT's local service area.
- b. Business Category Search type information provided for locations outside of CBT's local Directory Assistance Area will be provided as National Directory Assistance Service (NDA) as described in Section 27, Paragraph F. above.
- c. Only nonresidence service listings will be included in the database.
- d. Directory Assistance Business Category Search Service calls may be answered by and information may be given by an Audio Response Unit (ARU) or by an operator.
- e. Directory Assistance Call Completion Service is included as part of Directory Assistance Business Category Search Service at no additional charge. Directory Assistance Call Completion Service provides Local Directory Assistance customers the option of having their calls to the requested directory number completed automatically by the Operator Services Switch (OSS). Toll, message, or local usage charges as a result of Directory Assistance Call Completion Service will be applicable.

2. Regulations

- a. Calls from customers who request directory listing information for a service and/or product without specifying a particular name will automatically be designated as a Directory Assistance Business Category Service call.
- b. The rates listed in Paragraph 3 below will apply for all calls classified as Directory Assistance Business Category Search Service.

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F. DIRECTORY ASSISTANCE BUSINESS CATEGORY SEARCH SERVICE (Continued)

2. Regulations (Continued)

- c. A maximum of two requests or searches will be provided for each Directory Assistance Business Category Search Service Charge. One of the two requests or searches may be one of the other Directory Assistance Services in this section of the Tariff (Local Directory Assistance Service, National Directory Assistance Service, or Reverse Search Directory Assistance Service). The higher charge of the two types of requests will be applicable.
- d. A maximum of three (3) listings per search will be provided for each product or service category for Directory Assistance Business Category Search Service.
- e. CBT shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the customer shall save CBT harmless against all claims (including costs and reasonable legal fees) that may arise from the use of such information.
- f. Directory Assistance Call Completion Service is not offered with Directory Assistance Business Category Search Service for locations outside of CBT's local Directory Assistance Area.

3. Rates and Charges

Rates and charges, as found in the Pricelist associated with this Service Agreement, apply for each Directory Assistance Business Category Search Service performed. (Maximum of two request or searches per call - See Notes.) These charges are applicable even if no listing information is found.

Note 1: One of the two requests or searches may be one of the other Directory Assistance Services in this section of the Tariff (Local Directory Assistance Service, National Directory Assistance Service, or Reverse Search Directory Assistance Service). The higher charge of the two types of requests will be applicable.

Note 2: Directory Assistance Call Completion Service is included as part of Directory Assistance Business Category Search Service at no additional charge. All toll, message, or local measured usage charges as a result of Directory Assistance Call Completion will be applicable.

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G. REVERSE SEARCH DIRECTORY ASSISTANCE SERVICE

1. Description

- a. Reverse Search Directory Assistance Service (RSDAS) is an operator based directory assistance service which allows a requesting party to obtain directory assistance information (name and address) by utilizing the telephone number as the search key.
- b. RSDAS information may be accessed by dialing 411.

2. Terms and Conditions.

- a. There are no call allowances or exemptions for RSDAS.
- b. If a customer calls Directory Assistance for the purpose of obtaining information via RSDAS and also asks for other Directory Assistance Service information, such customer shall be charged the rates in Paragraph 3. below. In addition, the appropriate charge for the other Directory Assistance Service provided shall be applied.
- c. A maximum of two name and/or address searches will be provided for each RSDAS. One of the two requests or searches may be one of the other Directory Assistance Services in this section of the Tariff (Local Directory Assistance Service, National Directory Assistance Service, or Directory Assistance Business Category Search Service). The higher charge of the two types of requests will be applicable.
- d. The Telephone Company shall not be liable to the RSDAS customer for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the RSDAS customer shall save The Telephone Company harmless against all claims (including costs and legal fees) that may arise from the use of such information.
- e. All Telephone Company customers, upon request, will be given an option at no charge to exclude any listing information that they do not want included in their listing. Domestic shelters have been directly contacted and will be excluded upon request.
- f. RSDAS does not provide telephone numbers, name or addresses of its non-published listings. However, the name, telephone number and address information will be provided in those situations where a customer's listing is not in the directory and the customer has not requested non-published service.
- g. RSDAS calls will not be accepted from the following groups:

Access Line Service for Customer-Provided Public Telephone Service (COCOTS)

Prisons/Inmate Service Facilities

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G. REVERSE SEARCH DIRECTORY ASSISTANCE SERVICE (Continued)

3. Rates and Charges

Rates and charges, as found in the Pricelist associated with this Service Agreement, apply for each RSDAS provided (maximum of two requests or searches per call. (See Note.) The charge applies even if no listing is found.

Note: One of the two requests or searches may be one of the other Directory Assistance Services in this section of the Tariff (Local Directory Assistance Service, National Directory Assistance Service, or Directory Assistance Business Category Search Service). The higher charge of the two types of requests will be applicable.