

CBTS TECHNOLOGY SOLUTIONS LLC.
Local Telephone Services
Kentucky Service Agreement

Section 4 – Operator Service Charges

A. Operator Assistance

1. Service Description

- a. General Assistance: The Customer has the option to request general information from the operator, such as dialing instructions, county or city codes, area code information and Customer Service 800 telephone numbers, but does not request the operator to complete the call.
- b. Busy Line Verification and Interrupt Service, provides the Customer with the following options:
 - 1. Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.
 - 2. Busy Line Verification with interrupt: The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

1. Rates and Charges

- a. The following charges will be applied on a per call basis:

General Assistance	\$ 1.00
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- b. Rates for busy line verification and interrupt services, as specified below, will apply under the following circumstances, per request:

- 1. The operator verifies that the line is busy with a call in progress.
- 2. The operator verifies that the line is available for incoming calls.
- 3. The operator verifies that the called number is busy with a call in progress and the customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

Busy Line Verification	\$3.00
Busy Line Interrupt	\$5.00

B. Directory Assistance Service

1. Terms and Conditions

A Customer may obtain directory assistance in determining telephone numbers within its local calling area by calling the directory assistance operator. The directory assistance charge applies to each call regardless of whether or not the directory assistance operator is able to furnish the requested information.

2. Rates and Charges

Each call to directory assistance will be charged as follows: \$3.99

The Customer may make one request on each directory assistance call.

A credit will be given for calls to directory assistance as follows:

- The customer experiences poor transmission or is cut-off during the call; or
- The customer is given an incorrect telephone number.

To obtain such a credit, the customer must notify the Company.