

**CINCINNATI BELL EXTENDED TERRITORIES LLC**  
**Residence Service Agreement - Local Telephone Services**  
**Nonresidence Service Agreement - Local Telephone Services**

**Section 15 - Directory Assistance Services**

A. TERMS AND CONDITIONS

Directory Assistance (DA) service provides the telephone number, name, directory address, and/or zip code information of telephone service subscribers, except Directory Assistance service does not provide the telephone number, name, address, or zip code for a nonpublished listing. Information will be provided in situations where a Customer's listing is not in the directory and the Customer is not specifically paying for nonpublished service.

Directory Assistance information may be obtained by giving a name to get a telephone number, zip code, and/or directory address. Directory Assistance information may also be obtained in some areas by giving a telephone number ("Reverse Search") to get a name, zip code, and/or directory address.

The Company will not be liable for any errors or omissions in the information furnished, whether arising through negligence or otherwise, and the Customer shall save the Company harmless against all claims (including costs and reasonable legal fees) that may arise from the use of such information.

All Directory Assistance services listed in this Section are available in Service Area A.

Local Directory Assistance and National Directory Assistance are available in Service Area B. Directory Assistance Business Category Search and Reverse Search Directory Assistance are not available in Service Area B.

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**B. SERVICE DESCRIPTIONS**

**1. Local Directory Assistance**

Local Directory Assistance applies when Customers request Directory Assistance to determine or attempt to determine the telephone number, name and/or address of any party located in or thought to be located in the Customer's local calling area.

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

A maximum of two requests will be provided for each Local Directory Assistance charge. One of the two requests or searches may be for National Directory Assistance, Directory Assistance Business Category Search, or Reverse Search Directory Assistance, where available. The higher charge of the two types of requests will be applicable. These charges are applicable even if no listing information is found.

The Company does not provide a Directory Assistance call allowance.

Direct-dialed calls from hospitals and skilled nursing homes, where skilled nursing homes are defined as nursing homes which provide around-the-clock professional nursing care, are exempt from Local Directory Assistance charges.

Calls from exchange access lines where the Customer or a member of the Customer's household has qualified as a person with communication impairments are exempt from Local Directory Assistance charges. Residential impaired Customers or impaired members of a Customer's household, upon written application and upon certification of their impaired status, which is evidenced by either a certificate from a physician, health care official, or state agency, or a diploma from an accredited educational institution for the impaired, are eligible to receive free access to Local Directory Assistance.

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B. SERVICE DESCRIPTIONS (Continued)

1. Local Directory Assistance (Continued)

Call Completion is included as part of Local Directory Assistance. Call Completion provides Local Directory Assistance Customers the option of having their calls to the requested directory number completed automatically by the Operator Services Switch. Toll or local usage charges as a result of Directory Assistance Call Completion service will be applicable. No other additional charges apply to complete the call.

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

Call Completion is provided subject to the following conditions:

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.

Only the second provided Directory Assistance telephone number will be completed if the customer makes two Directory Assistance requests during the same call.

Call Completion is not offered on calls from hospitals, hotels/motels, prisons/inmates, interexchange carriers, other telephone companies, or pay telephone access lines.

Call Completion will be furnished only where facilities permit.

Call Completion will not be provided to complete calls to non-published telephone numbers, 700, 800, 900 or 976 numbers.

There is no charge associated with Directory Assistance Call Completion. It is included as part of Local Directory Assistance Service. However, all toll charges or local usage charges as a result of Directory Assistance Call Completion will be applicable.

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B. SERVICE DESCRIPTIONS (Continued)

2. National Directory Assistance

National Directory Assistance (NDA) provides the name, address, telephone number, and area code information of telephone service subscribers located outside of the Company provided local calling area. 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 Company's Local Directory Assistance service. International information will be provided where available.

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 Company's local service area.

Calls from Customers who request directory listing information for a location outside of the local calling area will automatically be designated as NDA Service calls.

NDA calls will not be accepted from pay telephone access lines or prisons/inmate service facilities.

In all Service Areas, NDA information may be obtained by giving a name to get a telephone number, zip code, and/or directory address. In Service Area A, NDA information may also be obtained by giving a telephone number ("Reverse Search") to get a name, zip code, and/or directory address. Reverse Search is not available with NDA in Service Area B.

NDA charges apply instead of Directory Assistance Business Category Search charges when the information provided to Customers is based on category or type of business requested rather than the name or telephone number, and the requested information is for a location outside of the Company provided local calling area.

A maximum of two requests or searches will be provided for each NDA charge. One of the two requests or searches may be for Local Directory Assistance, Directory Assistance Business Category Search, or Reverse Search Directory Assistance, where available. The higher charge of the two types of requests will be applicable. These charges are applicable even if no listing information is found.

The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished and the Customer shall save the Company harmless against all claims (including costs and reasonable legal fees) that may arise from the use of such information.

Call Completion is not available with NDA Service.

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B. SERVICE DESCRIPTIONS (Continued)

3. Directory Assistance Business Category Search

Directory Assistance Business Category Search is a separate local directory assistance service that provides information to Customers based on the category or type of business requested rather than the name of the business. This service provides information to the calling party based on a database search 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." Only nonresidence service listings will be included in the database.

Calls from Customers who request directory listing information for a service and/or product without specifying a particular name will automatically be designated as Directory Assistance Business Category Search calls.

Directory Assistance Business Category Search Service is only available to Customers located in Service Area A, and is provided as facilities and directory information permit. Directory Assistance Business Category Search is not offered with NDA Service.

Directory Assistance Business Category Search calls will not be accepted from pay telephone access lines or prisons/inmate service facilities.

A maximum of two requests or searches will be provided for each Directory Assistance Business Category Search charge. One of the two requests or searches may be for Local Directory Assistance, National Directory Assistance, or Reverse Search Directory Assistance, where available. The higher charge of the two types of requests will be applicable. These charges are applicable even if no listing information is found.

A maximum of three (3) listings per business search will be provided for each product or service category.

The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the Customer shall save the Company harmless against all claims (including costs and reasonable legal fees) that may arise from the use of such information.

Call Completion provides Directory Assistance Business Category Search customers the option of having their calls to the requested directory number completed automatically by the Operator Services Switch. Toll or local usage charges as a result of Directory Assistance Call Completion will be applicable. No other additional charges apply to complete the call.

Call Completion is provided in accordance with the terms and conditions for Local Directory Assistance Call Completion shown in part B.1. of this section.

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**B. SERVICE DESCRIPTIONS (Continued)**

**4. Reverse Search Directory Assistance**

Reverse Search Directory Assistance 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.

Reverse Search Directory Assistance does not provide the telephone number, name, or address for 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.

Reverse Search Directory Assistance calls will not be accepted from pay telephone access lines or prisons/inmate service facilities.

All 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. However, Customers wishing to exclude the entire listing must subscribe to nonpublished service.

Reverse Search Directory Assistance may be accessed by dialing 411.

A maximum of two requests or searches will be provided for each Reverse Search Directory Assistance charge. One of the two requests or searches may be for local Directory Assistance, National Directory Assistance, or Directory Assistance Business Category Search, where available. The higher charge of the two types of requests will be applicable. These charges are applicable even if no listing information is found.

The Company shall not be liable to the Reverse Search Directory Assistance Customer for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the Reverse Search Directory Assistance Customer shall save the Company harmless against all claims (including costs and legal fees) that may arise from the use of such information.

There are no call allowances or exemptions for Reverse Search Directory Assistance.

**C. RATES AND CHARGES**

The rates and charges for all services in this section are shown in the Price List Section of this Agreement.

All charges are applicable even if no listing information is found.