

ITEM
209**Customer Specific Operator Services**ITEM
209.1**Service Description**

This service provides for the use of the Company's national operator services and includes:

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1. Directory Assistance Service (DAS) which allows for the Customer's end- subscribers to:
 - a. Dial 1 + a Canadian Numbering Plan Area (NPA) 555-1212 and obtain Canadian telephone listing information for the territory covered by the NPA; or
 - b. Dial 411 and obtain Canadian telephone listing information; or
 - c. Dial 1 + a United States Numbering Plan Area (NPA) 555-1212 and obtain United States telephone listing information for the territory covered by the NPA.
2. National Operator Assistance Service (NOAS) which is comprised of:
 - a. National Manual Operator Assistance Service (0, 00); and
 - b. National Automated Operator Assistance Service (0+, 01+).
3. Overseas Directory Assistance (OVS DA) which is comprised of:
 - a. National Manual Operator Assistance Service dialing an overseas routing to acquire a foreign listing from the overseas carrier; and
 - b. Providing call completion on the Customer's network
4. Message Relay Service (MRS) enables persons who use a keyboard type device (e.g., TTY) to communicate with a hearing person anywhere in the world by calling 7-1-1 or a designated 800 number. A specially trained Company Call Answer Agent (CAA) will then contact the hearing person for whom the call is intended and relay the conversation by voice. The MRS CAA will alternate between the TTY user and the hearing person as required until the call is completed. Similarly, a hearing person may call the MRS 800 number and the MRS CAA will attempt to contact a TTY user anywhere in the world. Due to differences in technology, it is not always possible to connect to TTY users outside of North America.

Definitions

For the purposes of this Tariff item, definitions are as defined in the three (3) year Definitive Agreement for Operator Services (the 3-year Agreement) and the Amending Agreement To The Definitive Agreement for National Operator Services (the Amending Agreement) signed between the Customer and the Company.

ITEM

209 **Customer Specific Operator Services - Continued**

ITEM

209.2 **Conditions of Service**

1. The provision of this service is subject to the terms and conditions as specified in the 3-year Agreement and the Amending Agreement.
2. This tariff Item shall continue to apply, if applicable, during the first automatic one (1) year Renewal Term provided for in the 3-year Agreement (main body, Article 8.1.2).

ITEM

209.3 **Rates**

The Customer shall pay to the Company the following rates and charges based on a 3-year contract term and is subject to all applicable terms and conditions of the Company's Tariffs: (All specified rates and charges do not include any applicable taxes, such as GST.)

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1. Directory Assistance Service (DAS):
 - a. Canadian Directory Assistance Service (Canadian DAS)
 - i. Per Canadian DAS Call:

Monthly Call Volumes	Rate per Call (Note 1)
0 Plus	\$0.589

- ii. DAS Transfer Charge: \$0.25 per Call (Note 2).

- b. United States Directory Assistance Service (US DAS)

- i. Per US DAS Call:

Monthly Call Volumes	Rate per Call (Note 1)
0 Plus	\$0.629

- ii. DAS Transfer Charge: Same as Canadian DAS (Item 209.3.1.a.ii).

ITEM
209

Customer Specific Operator Services - Continued

ITEM
209.3

Rates - Continued

2. National Operator Assistance Service (NOAS):

NOAS is comprised of national Manual Operator Assistance Service (0, 00), (MOAS); and national Automated Operator Assistance Service (0+, 01+), (AOAS).

a. MOAS Calls:

i. Per MOAS Second:

Monthly Volumes (Seconds)	Rate per Second (Note 3)
0 Plus	\$0.0212

ii. Verification Charge: \$0.084 per Verification (as defined in the 3-year Agreement).

iii. Validation for Commercial Card call is \$0.20 per Access.

The Customer and the Company acknowledge that there will be situations during a MOAS call where the Customer's end-subscriber will request a call to be completed which requires Verification or Validation before such completion can occur. MOAS calls requiring Verification shall include Collect and Billed to Third. Verification is required on every Collect and Bill to Third call. MOAS calls requiring Validation shall include Commercial Card. Validation is required on every Commercial Card call.

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ITEM
209

Customer Specific Operator Services - Continued

ITEM
209.3

Rates - Continued

2. National Operator Assistance Service (NOAS): - Continued

b. AOAS Calls:

AOAS calls are comprised of Collect, Bill to Third, Commercial Card and Calling Card calls. Automated Person-to-Person calls shall be forwarded to a Company Call Answer Agent (CAA) for manual call handling and MOAS charges shall apply for such calls.

i. In situations where the Customer has an agreement with an overseas carrier which requires a Company Call Answer Agent (CAA) to provide assistance on English AOAS calls, or if the Customer's end-subscribers who is accessing English AOAS defaults to a Company CAA (or deliberately exits from the Company Automatic Alternate Billing System to access a Company CAA), both the MOAS and AOAS charges apply.

ii. The Company shall perform Verification on all AOAS calls that are Collect, and Bill to Third.

iii. The Company shall perform validation on all AOAS calls that are billed to a Calling Card and Commercial Card.

Service Item	Rate
Access to the Company Automated Alternate Billing System (AABS) - Processing of Collect, and Billed to Third calls.	\$0.15 per Access
Verification Charge	Same as MOAS (Item 209.3.2.a.ii)
MOAS Charges for Company CAA work time for calls that default from the Company AABS to a Company CAA (in addition to the validation charge)	See MOAS Charges
Calling Card Validation	\$0.20 per Access
Calling Card third number or terminating number validation	\$0.20 per Access
Validation on all Commercial Card Calls	\$0.20 per Access

ITEM
209

Customer Specific Operator Services - Continued

ITEM
209.3

Rates - Continued

3. Overseas Directory Assistance Services (OVS DA):

OVS DA is comprised of national Manual Operator Assistance Service dialing an overseas routing to acquire a foreign listing from the overseas carrier. Call completion (if required) will be completed on the Customer's network.

a. OVS DA Calls:

Monthly Call Volumes	Rate per Call (Note 1)
0 Plus	\$4.25

4. Message Relay Service (MRS):

MRS enables persons who use a keyboard type device (e.g., TTY) to communicate with a hearing person anywhere in the world by calling 7-1-1 or a designated 800 number.

a. MRS Calls:

Monthly Volumes (Seconds)	Rate per Second (Note 2)
0 Plus	\$0.029

ITEM
209

Customer Specific Operator Services - Continued

ITEM
209.3

Rates - Continued

5. Optional Services and Other Charges:

- a. The Company shall provide standard reports as described by the Company per the 3-year Agreement. If non-standardized, customized reports are required by the Customer, the Customer shall be responsible for all costs associated with generating these reports. The Company and the Customer shall mutually agree to these costs before such reports are generated.
- b. The Company and the Customer shall work together to arrange for a satisfactory electronic file transfer arrangement in order to acquire Call Detail Record Files (CDRFs). Additional charges may apply.

Service Item	Rate
Mechanized Call Branding	\$3,500.00 for the original message or to change the message
Customized Call Completion Phrasing	\$20,000.00 one-time service charge for original message; or \$5,000.00 to change the message
Call Completion for DAS	\$0.065 per attempt
Call Detail Record Files (CDRFs)	\$1,720.00 one-time service charge; plus \$0.0068 per message (call detail record)

Note 1: A “Call” shall be defined as any access by a Customer’s end-subscriber that generates a Company Extended Bellcore AMA Format (EBAF) record. There may be multiple requests within each call, with each request generating chargeable directory assistance Call.

Note 2: The DAS Transfer Charge shall only be charged on those Calls which exceed 1.5% of the total DAS calls for any given Billing Round.

Note 3: A “Second” shall be defined as any access by the Customer’s end-subscriber that generates a Company EBAF record with a Company Call Answer Agent work time greater than zero (0) seconds.