

ITEM
219**Customer Specific Operator Services**ITEM
219.1**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; or
 - d. Access Overseas Directory Assistance (OVS DA), which is comprised of:
 - i. National Manual Operator Assistance Service dialing an overseas routing to acquire a foreign listing from the overseas carrier; and
 - ii. Providing call completion on the Customer's network.
2. National Operator Assistance Service (NOAS) which is comprised of:
 - a. National Manual Operator Assistance Service (0, 00) (MOAS); and
 - b. National Automated Operator Assistance Service (0+, 01+) (AOAS).
3. 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 Toll-free 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 Toll-free 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.

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219.1**Service Description - Continued**

4. Optional Services and Other Charges:
 - a. Mechanized Call Branding
 - b. Customized Call Completion Phrasing
 - c. Call Completion for DAS
 - d. Call Detail Record Files

Definitions

For the purposes of this Tariff Item, definitions are as defined in the Definitive Agreement for Operator Services and the associated Amendment No. 1 to Definitive Agreement for Operator Services (the 5-year Agreement) signed between the customer and the Company. F

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219.2**Conditions of Service**

1. The provision of this arrangement is subject to the terms and conditions as specified in the 5- year Agreement signed between the customer and the Company. |
2. This tariff Item shall continue to apply, if applicable, during the first automatic one (1) year Renewal Term provided for in the 5-year Agreement (main body, Article 8.1.2).

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Rates

The Customer shall pay to the Company the following rates and charges based on a 5-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): (Note 2)

a. Canadian Directory Assistance Service (Canadian DAS)

i. Per Canadian DAS Call:

Monthly Call Volumes	Rate per Call (Note 1)
0 – 50,000	\$0.679

b. United States Directory Assistance Service (US DA)

i. Per US DAS Call:

Monthly Call Volumes	Rate per Call (Note 1)
0 Plus	\$0.734

c. 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.

i. OVS DA Calls:

Monthly Call Volumes	Rate per Call (Note 1)
0 Plus	\$4.75

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2. National Operator Assistance Service (NOAS): (Note 2)

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

a. MOAS Calls:

i. Per MOAS Second:

Monthly Volumes (Seconds)	Rate per Second (Note 3)
0 - 8,000,000	\$0.026

ii. Verification Charge: \$0.084 per Verification (as defined in the 5-year Agreement).

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 (as defined in the 5-year Agreement) before such completion can occur. MOAS calls requiring Verification shall include Collect and Billed to Third Party. Verification is required on every Collect and Bill to Third Party call. (Note: Item 219 does not provide calling card or credit card calls as part of the service offer.)

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b. AOAS Calls:

AOAS calls are comprised of Collect and Bill to Third Party 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 CAA to provide assistance on English AOAS calls, or if the Customer's end-subscriber 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.

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

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Service Item	Rate per Second (Note 3)
Access to the Company Automated Alternate Billing System (AABS) - Processing of Collect and Billed to Third Party calls for the purpose of validation and Verification	\$0.496 per Access (as defined in the 5-year Agreement)
Verification Charge	Same as MOAS (Item 219.3.2.a.ii)
MOAS Charges for the 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

3. 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 Toll-free number.

a. MRS Calls:

Monthly Volumes (Seconds)	Rate per Second (Notes 2 & 3)
0 Plus	\$0.031

4. Optional Services and Other Charges:

- a. The Company shall provide standard reports as described by the Company per the 5-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.

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Rates – Continued

- 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.

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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	\$0.095 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: An Operator Service Transfer Charge of \$0.25 per Call is applicable. The Operator Service Transfer Charge shall only be applied on those Calls which exceed 1.5% of the total Operator Service Calls for any given Billing Round. Operator Service Calls include DAS, NOAS and MRS Calls.

Note 3: “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.