

ITEM
200**Customer Specific Business Service**ITEM
200.1**Service Description**

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

1. National Directory Assistance Service (NDAS) 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.
 - 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 Toll-Free number. A specially trained agent will then contact the hearing person for whom the call is intended and relay the conversation by voice. The MRS operator 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 agent 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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200.2

Conditions of Service

1. The provision of this arrangement is subject to the terms and conditions as specified in the signed five (5) year initial agreement and subsequent amending agreement between the Customer and the Company.

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200.3

Rates

The Customer shall pay the following rates and charges and is subject to all applicable terms and conditions of the Company's Tariffs:

1. Directory Assistance Service

- a. National Directory Assistance Service (NDAS)

Charges for NDAS shall be based on the following pricing schedule:

Monthly Call Volumes	Price per Call (Notes 1 & 2)
0 – 50,000	\$0.679
50,001 – 150,00	\$0.659
150,000 Plus	\$0.629

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

Charges for US DA shall be based on the following pricing schedule:

Monthly Call Volumes	Price per Call (Notes 1 & 2)
0 – 50,000	\$0.734
50,001 – 150,00	\$0.714
150,000 Plus	\$0.684

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200.3 Rates (Continued)

2. National Operator Assistance Services

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

a. MOAS

MOAS Charges apply as follows:

Monthly Volumes (in Seconds)	Price per Second (Notes 3 & 4)
0 Plus	\$0.0212

Service Item	Charge
Verification on Collect and Bill to Third Party Calls	\$0.085 per Access
Validation on all Commercial Card Calls	\$0.15 per Access

The parties acknowledge that there will be situations during a MOAS call where the Carrier's customer 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 Party. Verification is required on every Collect, and Bill to Third Party call. MOAS calls requiring Validation shall include Commercial Card calls. Validation is required on every Commercial Card call

b. AOAS Calls

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

The Company will perform Verification and/or Validation on all AOAS calls that are Commercial Card, Calling Card, Collect, and Bill to Third Party calls.

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Rates (Continued)

Charges for AOAS calls are as follows:

Service Item	Charge
MOAS Charges for CAA work time for calls that default from the automated system to a CAA in addition to the validation charge.	See MOAS Charges
Verification on all Collect and Bill to Third Party calls	\$0.085 per Access
Access to the Company Automated Alternate Billing System (AABS) for Collect and Bill to Third Party calls	\$0.15 per Access
Calling Card validation	\$0.16 per Access
Calling Card Third Number or terminating number validation	\$0.16 per Access
Validation on all Commercial Card Calls	\$0.15 per Access

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Should the Customer's end-customer accessing the AABS default to a CAA or deliberately exit from the AABS to access a CAA, both MOAS and AOAS charges apply.

Should the Customer have an agreement with an overseas carrier which requires a CAA to provide assistance on English AOAS calls, or if the Customer's end-Customer who is accessing English AOAS defaults to a CAA, both the MOAS and AOAS charges apply.

3. Overseas Directory Assistance Services

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.

OVS DA charges apply as follows:

Monthly Call Volumes	Price per Call (Notes 1 & 2)
0 Plus	\$4.50

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Rates (Continued)

4. Message Relay Service

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.

MRS charges apply as follows:

Monthly Volumes (seconds)	Price per Second (Notes 3 & 4)
0 Plus	\$0.031

5. Other Charges

Charges are as follows:

Service	Charge
One-time account Set-Up Charge	\$2500.00

The Company shall provide standard reports described by the Company. If non-standardized, customized reports are required by the customer, the customer shall be responsible for all costs associated with generating these reports. The parties shall mutually agree to these costs before such reports are generated.

Note 1: A call shall be defined as any access by a Carrier's customer that generates the Company Extended Bellcore AMA Format (EBAF) record (there may be multiple requests within each call, with each request generating a chargeable DA call).

Note 2: Price per call does not include any applicable sales taxes, such as GST.

Note 3: Price per second does not include any applicable taxes, such as GST.

Note 4: A Second shall be defined as any access by the Carrier's customer that generates the Company EBAF record with agent work time greater than zero (0) seconds.