

International Operator Services

Issued: May 15, 2008

Effective: May 15, 2008

A. Description

Operator assistance is available to callers who want to place international Operator assisted calls. Operator assistance for certain calls may be provided by a Company Operator or by the Company's automated Operator system. The following types of calls are available for Operator Assistance:

- **BILLED-TO-THIRD NUMBER CALLS** – Operator assistance will establish the international call requested by the caller and arrange for billing of associated charges to a domestic telephone number specified by the caller that is other than the calling telephone number. Requests for Third Number Billing are subject to Operator verification that the party at the telephone number to be billed will accept charges for the call. As necessary, other subsequent efforts may be undertaken by the Company to determine responsibility for payment of such calls.
- **PERSON-TO-PERSON CALLS** – At the caller's request, Operator assistance will attempt to place an international call to a particular party at an international telephone number specified by the caller. The party specified by the caller may be a person, station, department, extension or office. If successful, the Operator will establish the Person-to-Person call between the calling and called parties. If the identified party is not available and the caller requests, or agrees, to speak to a party other than the party initially specified, the call will be established and billed at the Person-to-Person call rates.
- **OPERATOR DIALED DIRECT CALLS** – Operator assistance is available to Customers who want an Operator to dial their international call for them. Operator Dialed Direct calls do not include: Collect calls, Billed-to-Third Number calls, or Person-to-Person calls.
- **REAL TIME RATED CALLS** – Operator assistance is available to provide the time (duration) and charges associated with an Operator assisted international call. A Company Operator must establish the call for which time and charges are requested. The caller must provide the calling and called telephone numbers to the Operator and request the Operator to provide the time and charges associated with such call upon completion of the call.

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B. Terms and Conditions

“You” and “Your” mean current or potential customers.

“Company” means Insight Midwest Holdings, LLC and any subsidiaries or affiliates providing service under this Service Guide.

1. To participate in this service, you must:

- Access Operator assistance to have your call established by dialing the appropriate Operator code (e.g., 0, 00) or by dialing a Company-designated access number. You may need to respond to appropriate prompts, depending on the Operator access code or Company-designated access number initially dialed.

2. This service includes the following types of calls:

- Operator Assistance international calls originating from the US Mainland, Hawaii, Puerto Rico, US Virgin Islands, Commonwealth of the Northern Mariana Islands (CNMI), Guam, and American Samoa to foreign countries or areas where service is available, that are billed to a main telephone account.

3. The Company will bill for Operator Assistance calls based on the following:

- For Operator Assistance international calls billed to a domestic main residential telephone account, the following applies based on where the call originates:
 - From the Mainland:
 - Duration of the call is recorded in whole minutes, with partial minutes rounded up to the next whole minute (for example, a 45-second call will be billed as a one-minute call).
 - Per minute rates apply based on country called, time of day and in some cases day of week (as indicated on the rate table).
 - Rates for calls to Canada are also based on mileage.
 - Rates for calls to Mexico are based on mileage from the US Mainland location to the border and on bands from the US/Mexico border to the telephone number in Mexico. The total is the sum of the US Mileage rate and the Mexico Band rate.
 - If a call originates in one rate period, but concludes in another rate period, the rate applicable at the start of the call applies to the entire call.
 - A Per call service charge applies to each Operator Assistance call. The service charge is based on country and billing method.
 - Operator Assistance international calls are subject to an Operator Dialed Surcharge.

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B. Terms and Conditions (Cont'd)

■ BILLED-TO-THIRD NUMBER CALLS

- Billed-to-Third Number calls are billed to the telephone number specified by the caller and may be verified by the Operator for acceptance of charges by the third party.
- Person-to-Person calls made on a Billed-to-Third Number basis are billed at the applicable Person-to-Person rates and charges.
- Operator assisted Billed-to-Third Number calls may be Real Time Rated. Billed-to-Third Number calls made via the Company's automated Operator system are not eligible for real time rating.
- Billed-to-Third Number calls cannot be billed to telephone numbers located in Guam or the Commonwealth of the Northern Marianas Islands (CNMI).
- Billed-to-Third Number calls cannot be billed to public and semi-public payphone telephone numbers.

■ PERSON-TO-PERSON CALLS

- Person-to-Person calls may be:
 - billed to the telephone account from which the call is made or
 - billed to a third number.
- Person-to-Person calls are rated at the applicable Person-to-Person rate.
- Person-to-Person calls that are Real Time Rated are billed at the applicable Person-to-Person rates and charges.
- Person-to-Person rates apply to calls where the Operator makes arrangements for messenger service at the request of the calling party.

■ OPERATOR DIALED DIRECT CALLS

- Operator Dialed Direct calls must be made from and billed to, the caller's main telephone account.
- Operator Dialed Direct rates and charges apply if, at your request, an Operator establishes a call to a telephone number that you are experiencing difficulty reaching.

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- Operator Dialed Direct rates and charges apply if, at your request, an Operator re-establishes a call that is involuntarily interrupted.
- Direct Dialed Station charges apply instead of the Operator Dialed Direct charges if the Operator places a call for a disabled person who, because of his/her disability, cannot dial the call.
- Direct Dialed Station charges apply instead of the Operator Dialed Direct charges if the Operator places a call because Automatic Number Identification is not available for Customer-dialed completion.
- **REAL TIME RATED CALLS**
 - Real Time Rated calls may be:
 - billed to the telephone account from which the call is made or
 - billed to a third number.
 - Real Time Rated Operator Dialed Direct calls must be billed to the telephone account from which the call is made.
 - Real Time Rated Person to Person calls are billed at the applicable Person-to-Person rates and charges.
- **Billing Availability**
 - Billing generally is available in all locations.

C. Rates and Charges

1. Local, State and/or Federal taxes may apply. The Company reserves the right to pass on taxes or fees imposed on the Company by any taxing authority.

	PER REQUEST
a. Person-to-Person Calling	\$9.99
b. All Other Operator Services	
— Canada and Mexico.	6.50
— All other locations.	9.99

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C. Rates and Charges (Cont'd)

2. Chargeable time for a rate period (e.g., 8AM-5PM) begins with the first stated hour (e.g., 8AM) and continues to, but does not include, the second stated hour (e.g., 5PM).

Country	Rate Per Minute		Rate Periods	
	Standard	Economy	Standard	Economy
Afghanistan	\$10.19	\$8.49	6P-11A	11A-6P
Albania	7.47	5.83	7A-6P	6P-7A
Algeria	4.39	3.60	6A-5P	5P-6A
				(D)
Andorra	3.33	2.28	7A-6P	6P-7A
Angola	8.38	7.36	6A-5P	5P-6A
Anguilla	3.31	2.42	7A-10P	10P-7A
Antarctica	12.72	8.37	10A-11P	11P-10A
Antarctica (Scott Base)	5.15	4.43	10A-11P	11P-10A
Antigua (Barbuda)	3.07	2.37	7A-10P	10P-7A
Argentina	4.25	2.90	8A-MID	MID-8A
Armenia	6.67	4.82	7A-2A	2A - 7A
Aruba	2.90	2.18	7A-10P	10P-7A
Ascension Island	5.57	3.91	6A-5P	5P-6A
Australia (Tasmania)	3.53	2.87	2P-3A	3A-2P
Austria	3.16	2.34	7A-6P	6P-7A
Azerbaijan	6.64	4.82	7A-2A	2A - 7A
Bahamas	2.57	2.15	8A-11P	11P-8A
Bahrain	4.50	3.31	9P-3P	3P-9P
Bangladesh	8.23	5.60	6A-6P	6P-6A
Barbados	3.09	2.37	7A-10P	10P-7A
Belarus	6.75	4.82	7A-2A	2A - 7A
Belgium	3.25	2.22	7A-6P	6P-7A
Belize	3.70	2.64	8A-11P	11P-8A
Benin, Republic of	4.18	3.17	6A-5P	5P-6A
Bermuda	2.87	2.34	8A-11P	11P-8A
Bhutan	9.39	8.36	6A-6P	6P-6A
Bolivia	3.96	3.10	7A-MID	MID-7A
Bosnia-Herzegovina	3.71	2.78	7A-MID	MID-7A
Botswana	3.89	2.95	6A-5P	5P-6A

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	Standard	Economy	Standard	Economy
Brazil	\$4.22	\$3.07	8A-MID	MID-8A
British Virgin Islands	2.93	2.16	8A-11P	11P-8A
Brunei	4.86	3.41	10A-11P	11P-10A
Bulgaria	4.33	3.11	7A-2A	2A-7A
Burkina Faso	6.60	4.48	6A-5P	5P-6A
Burundi	8.22	6.88	6A-5P	5P-6A
Cambodia	8.51	6.86	5P-11A	11A-5P
Cameroon	4.50	3.49	6A-5P	5P-6A
Canada	See Separate Table Following			
Cape Verde Islands	5.68	3.91	6A-5P	5P-6A
Cayman Island	2.95	2.28	7A-10P	10P-7A
Central African Republic	8.11	7.15	6A-5P	5P-6A
Chad	9.04	8.27	6A-5P	5P-6A
Chile	3.10	2.42	8A-MID	MID-8A
China, People's Republic	5.89	4.71	5P-11A	11A-5P
Christmas Island	9.45	7.37	10A-11P	11P-10A
Cocos Island	9.45	7.37	10A-11P	11P-10A
Colombia	4.30	3.48	7A-MID	MID-7A
Comoros,	8.66	7.59	6A-5P	5P-6A
Congo, (formerly Zaire)	4.18	3.25	6A-5P	5P-6A
Congo, Republic of	6.89	5.49	6A-5P	5P-6A
Cook Island	9.85	8.66	10A-11P	11P-10A
Costa Rica	3.55	2.67	8A-11P	11P-8A
Croatia	3.70	2.77	7A-MID	MID-7A
Cuba	3.21	3.21	7A-10P	10P-7A
Cyprus	3.80	2.82	7A-6P	6P-7A
Czech Republic	3.85	3.01	7A-MID	MID-7A
Denmark	3.11	2.20	7A-6P	6P - 7A
Diego Garcia	7.61	5.64	6A-6P	6P-6A
Djibouti, Republic of	6.26	4.14	6A-5P	5P-6A
Dominica	3.75	2.43	7A-10P	10P-7A
Dominican Republic	3.09	2.57	7A-10P	10P-7A
Easter Island	5.10	4.00	8A-MID	MID-8A
Ecuador	4.18	3.38	7A-MID	MID-7A
Egypt	4.68	3.36	7A-2A	2A-7A
El Salvador	3.51	2.98	8A-11P	11P-8A
Equatorial Guinea,	8.37	7.08	6A-5P	5P-6A
Eritrea	5.30	4.11	7A-2A	2A - 7A
Estonia	7.41	4.82	7A-2A	2A - 7A
Ethiopia	4.62	4.22	7A-2A	2A - 7A

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	Standard	Economy	Standard	Economy
Faeroe Islands	\$3.07	\$2.43	7A-6P	6P-7A
Falkland Islands	7.15	4.57	8A-MID	MID-8A
Fiji Islands	5.84	4.07	9A-2A	2A-9A
Finland	3.25	2.09	7A-6P	6P-7A
France	2.78	2.10	7A-6P	6P-7A
French Antilles	2.94	2.15	8A-11P	11P-8A
French Guiana	3.55	2.77	8A-MID	MID-8A
French Polynesia	5.35	4.03	10A-11P	11P-10A
Gabon Republic	4.50	3.28	6A-5P	5P-6A
Gambia	4.20	3.23	6A-5P	5P-6A
Georgia	6.73	4.82	7A-2A	2A - 7A
Germany	2.77	2.00	7A-6P	6P-7A
Ghana	4.63	3.34	6A-5P	5P-6A
Gibraltar	4.13	2.77	7A-6P	6P-7A
Greece	4.39	2.78	7A-6P	6P-7A
Greenland	3.76	2.92	7A-6P	6P-7A
Grenada (Carriacou)	3.18	2.26	7A-10P	10P-7A
Guadeloupe	2.95	2.31	8A-11P	11P-8A
Guantanamo	2.53	1.67	7A-10P	10P-7A
Guatemala	3.86	3.05	8A-11P	11P-8A
Guinea, Republic of	5.30	3.55	6A-5P	5P-6A
Guinea-Bissau	8.82	7.59	6A-5P	5P-6A
Guyana	4.55	3.18	8A-MID	MID-8A
Haiti	3.58	2.77	7A-10P	10P-7A
Honduras	3.97	3.23	8A-11P	11P-8A
Hong Kong	4.18	2.79	10A-11P	11P-10A
Hungary	3.54	2.67	7A-6P	6P-7A
Iceland	3.63	2.53	7A-8P	8P-7A
India	5.90	4.63	6A-6P	6P-6A
Indonesia	5.10	3.33	5P-11A	11A-5P
Iran	5.13	3.76	7A-2A	2A - 7A
Iraq	6.56	4.52	7A-2A	2A - 7A
Ireland	2.87	2.04	7A-6P	6P-7A
Israel	4.13	3.19	MID-5P	5P-MID
Italy	3.19	2.42	7A-6P	6P-7A
Ivory Coast, Republic of	5.31	3.98	6A-5P	5P-6A
Jamaica	3.28	2.51	7A-10P	10P-7A
Japan	3.64	2.62	2P-3A	3A-2P
Jordan	4.28	3.05	MID-5P	5P-MID
Kazakhstan	6.56	4.82	7A-2A	2A - 7A

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	Standard	Economy	Standard	Economy
Kenya, Republic of	\$4.54	\$3.45	7A-1A	1A-7A
Kiribati	7.61	5.31	10A-11P	11P-10A
Korea (North)	10.89	9.94	2P-3A	3A-2P
Korea (South)	3.80	2.76	2P-3A	3A-2P
Kuwait	3.98	2.52	7A-1A	1A-7A
Kyrgyzstan	6.48	4.82	7A-2A	2A - 7A
Laos	12.24	8.82	10A-11P	11P-10A
Latvia	6.69	4.82	7A-2A	2A-7A
Lebanon	7.23	5.72	9P-3P	3P-9P
Lesotho	4.15	3.18	7A-1A	1A-7A
Liberia	4.28	3.05	6A-5P	5P-6A
Libya	4.50	3.28	6A-5P	5P-6A
Liechtenstein	3.19	2.10	7A-6P	6P-7A
Lithuania	6.62	4.82	7A-2A	2A - 7A
Luxembourg	3.16	2.26	7A-6P	6P-7A
Macao	5.70	4.07	5P-11A	11A-5P
Macedonia	3.80	2.82	7A-MID	MID-7A
Madagascar	8.95	8.07	6A-5P	5P-6A
Malawi	3.82	2.92	6A-5P	5P-6A
Malaysia	4.93	3.07	5P-11A	11A-5P
Maldives	7.41	5.47	6P-11A	11A-6P
Mali	5.84	4.43	6A-5P	5P-6A
Malta	4.36	3.36	7A-6P	6P-7A
Marshall Islands	5.28	3.63	10A-11P	11P-10A
Mauritania	6.25	4.88	6A-5P	5P-6A
Mauritius	7.37	4.54	6A-5P	5P-6A
Mayotte Island	6.89	5.72	6A-5P	5P-6A
Mexico	See Separate Table Following			
Micronesia	4.87	3.71	10A-11P	11P-10A
Moldova	5.84	4.82	7A-2A	2A - 7A
Monaco	2.75	2.13	7A-6P	6P-7A
Mongolia	9.56	8.57	10A-11P	11P-10A
Montserrat	3.53	2.34	7A-10P	10P-7A
Morocco	4.22	3.75	6A-5P	5P-6A
Mozambique	7.47	5.67	6A-5P	5P-6A
Myanmar (Burma)	12.91	10.01	10A-11P	11P-10A
Namibia	4.14	3.07	6A-5P	5P-6A
Nauru	8.43	5.90	10A-11P	11P-10A
Nepal	7.08	4.73	6A-6P	6P-6A
Netherlands	2.15	1.67	7A-6P	6P-7A
Netherlands Antilles	3.10	2.16	8A-11P	11P-8A

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New Caledonia	\$5.73	\$3.58	10A-11P	11P-10A
New Zealand	3.98	2.77	10A-11P	11P-10A
Nicaragua	3.50	2.98	8A-11P	11P-8A
Niger	5.91	3.55	6A-5P	5P-6A
Nigeria	3.53	3.05	7A-1A	1A-7A
Niue Island	8.82	8.22	10A-11P	11P-10A
Norfolk Island	10.55	8.94	10A-11P	11P-10A
Norway	2.78	2.02	7A-6P	6P-7A
Oman	4.48	3.33	9P-3P	3P-9P
Pakistan	8.55	4.96	6A-6P	6P-6A
Palau, Republic of	7.66	6.06	10A-11P	11P-10A
Panama, Republic of	3.58	2.68	8A-11P	11P-8A
Papua New Guinea	4.87	3.41	10A-11P	11P-10A
Paraguay	4.93	3.41	8A-MID	MID-8A
Peru	4.07	3.01	7A-MID	MID-7A
Philippines	4.70	3.10	5P-11A	11A-5P
Pitcairn Island	7.57	6.67	10A-11P	11P-10A
Poland	3.27	2.57	7A-MID	MID-7A
Portugal	3.66	2.42	7A-8P	8P-7A
Qatar	4.63	3.27	7A-1A	1A-7A
Reunion Island	5.97	4.14	6A-5P	5P-6A
Romania	4.84	3.50	7A-2A	2A - 7A
Russia	6.75	4.82	7A-2A	2A - 7A
Rwanda	6.63	4.62	6A-5P	5P-6A
San Marino	3.34	2.46	7A-6P	6P-7A
Sao Tome	8.25	7.15	6A-5P	5P-6A
Saudi Arabia	4.54	3.64	7A-1A	1A-7A
Senegal	5.06	3.96	6A-5P	5P-6A
Seychelles	8.03	5.81	6A-5P	5P-6A
Sierra Leone	5.69	4.52	6A-5P	5P-6A
Singapore	3.98	2.64	10A-11P	11P-10A
Slovakia	3.60	2.93	7A-MID	MID-7A
Slovenia	3.91	2.87	7A-MID	MID-7A
Solomon Islands	7.58	5.90	10A-11P	11P-10A
Somalia (T)	7.87	6.64	6A-5P	5P-6A
South Africa	3.55	2.57	6A-5P	5P-6A
Spain	3.58	2.76	7A-6P	6P-7A
Sri Lanka	7.36	4.96	6A-6P	6P-6A
St. Helena	7.67	4.57	6A-5P	5P-6A
St. Kitts/Nevis	3.28	2.46	7A-10P	10P-7A
St. Lucia	3.19	2.46	7A-10P	10P-7A
St. Pierre & Miquelon	2.82	1.98	7A-10P	10P-7A

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St. Vincent / Grenadines	\$3.25	\$2.54	7A-10P	10P-7A
Sudan	8.01	7.27	7A-2A	2A - 7A
Suriname	5.61	4.14	8A-MID	MID-8A
Swaziland	4.22	3.05	6A-5P	5P-6A
Sweden	2.79	1.98	7A-6P	6P-7A
Switzerland	3.01	2.09	7A-6P	6P-7A
Syrian Arab Republic	6.79	5.81	7A-2A	2A - 7A
Taiwan	4.50	2.88	10A-11P	11P-10A
Tajikistan	6.50	4.82	7A-2A	2A - 7A
Tanzania	4.62	3.38	7A-2A	2A - 7A
Thailand	4.82	2.88	5P-11A	11A-5P
Togo	4.86	3.38	6A-5P	5P-6A
Tonga Islands	6.53	5.10	9A-2A	2A-9A
Trinidad & Tobago	3.38	2.51	7A-10P	10P-7A
Tunisia	4.18	3.19	6A-5P	5P-6A
Turkey	4.14	3.01	7A-6P	6P-7A
Turkmenistan	6.46	4.82	7A-2A	2A - 7A
Turks & Caicos Islands	3.19	2.38	8A-11P	11P-8A
Tuvalu	10.35	8.99	10A-11P	11P-10A
Uganda	4.64	3.41	7A-2A	2A - 7A
Ukraine	6.73	4.82	7A-2A	2A - 7A
United Arab Emirates	3.96	3.05	9P-3P	3P-9P
United Kingdom	2.62	1.89	7A-6P	6P-7A
Uruguay	3.84	2.75	7A-MID	MID-7A
Uzbekistan	6.62	4.82	7A-2A	2A - 7A
Vanuatu, Republic of	10.21	8.03	10A-11P	11P-10A
Vatican City	See Italy	See Italy	See Italy	See Italy
Venezuela	2.90	2.10	8A-MID	MID-8A
Vietnam	5.90	4.63	5P-11A	11A-5P
Wallis & Futuna Islands	9.21	7.08	10A-11P	11P-10A
Western Sahara	8.59	7.43	6A-5P	5P-6A
Western Samoa	6.90	5.08	10A-11P	11P-10A
Yemen/ Aden/ Almahrah	4.18	3.25	9P-3P	3P-9P
Yugoslavia	4.00	2.94	7A-MID	MID-7A
Zambia	3.97	2.88	6A-5P	5P-6A
Zimbabwe	4.03	2.94	6A-5P	5P-6A

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International Operator Services

Issued: May 15, 2008

Effective: May 15, 2008

Canada	Rate Per Minute		Rate Periods	
	Day	Night	Day	Night
0-18 Miles	\$0.74	\$0.61	8A-MID	MID-8A
19-80 Miles	0.85	0.61	8A-MID	MID-8A
81-140 Miles	0.91	0.66	8A-MID	MID-8A
141-220 Miles	1.00	0.68	8A-MID	MID-8A
221-345 Miles	1.11	0.73	8A-MID	MID-8A
346-630 Miles	1.22	0.82	8A-MID	MID-8A
631-1200 Miles	1.37	0.87	8A-MID	MID-8A
1201-1610 Miles	1.45	0.90	8A-MID	MID-8A
1611+ Miles	1.53	0.98	8A-MID	MID-8A

Operator Assisted Except Person-to-Person				
Mexico	Rate Per Minute		Rate Periods	
	Standard	Economy	Standard	Economy
Band 1	\$0.93	\$0.93	[1]	[2]
Band 2	1.22	1.22	[1]	[2]
Band 3	1.85	1.85	[1]	[2]
Band 4	2.29	2.29	[1]	[2]
Band 5	3.02	3.02	[1]	[2]
Band 6	3.82	3.82	[1]	[2]
Band 7	4.77	4.77	[1]	[2]
Band 8	5.22	5.22	[1]	[2]

Operator Assisted Person-to-Person						
Mexico	Rate Per Minute				Rate Periods	
	Standard		Economy		Standard	Economy
	First	Add'l	First	Add'l		
Band 1	\$0.72	\$0.28	\$0.72	\$0.28	[1]	[2]
Band 2	1.29	0.56	1.29	0.56	[1]	[2]
Band 3	2.60	1.42	2.60	1.42	[1]	[2]
Band 4	3.51	1.89	3.51	1.89	[1]	[2]
Band 5	6.04	2.67	6.04	2.67	[1]	[2]
Band 6	7.21	2.86	7.21	2.86	[1]	[2]
Band 7	11.67	3.97	11.67	3.97	[1]	[2]
Band 8	11.73	4.04	11.73	4.04	[1]	[2]

Note 1: Standard equals Monday-Friday, 7AM to 7PM and Sunday 5PM to Midnight.
 Note 2: Economy equals Monday-Friday 7PM to 7AM, Saturday all day, and Sunday 5PM to Midnight.

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