

Interstate Operator Services

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Effective January 1, 2005

A. Description

Operator assistance is available to callers who want to place state-to-state 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:

- **COLLECT CALLS** – Operator assistance for state-to-state Collect calls will ask the caller to provide his/her name or other identification, then contact the party at the domestic telephone number specified by the caller, repeat the caller's identification and then ask if the called party will accept charges for the call. If the called party agrees to accept the charges, the call will be established and the associated charges for a Collect call will be billed to the called party's telephone number billing account.
- **BILLED-TO-THIRD NUMBER CALLS** – Operator assistance will establish the state-to-state 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 or the called 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 a state-to-state call to a particular party at a domestic 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 place their state-to-state call for them. Operator Dialed Direct calls do not include: Collect calls, Billed-to-Third Number calls, or Person-to-Person calls.

The terms and conditions set forth in this document represent an abbreviated summary of the terms and conditions more fully described in the applicable Services Agreement. This document is offered for the convenience of the customer and does not represent a waiver of the conditions set forth in the more comprehensive Services Agreement.

A. Description (Cont'd)

- **REAL TIME RATED CALLS** – Operator assistance is available to provide the time (duration) and charges associated with an Operator assisted state-to-state 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.

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 state-to-state calls that are:
 - billed to a main telephone account,
 - Person-to-Person calls.
- All other types of calls are rated at basic rates unless you are enrolled in another plan that covers these other types of calls.

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

- Usage rates and a per call Service Charge apply to each Operator Assistance call.
- Usage rates and Service Charges apply 24 hours a day, seven days a week.
- For Operator Assistance calls billed to a main telephone account usage rates apply per minute of use or fraction thereof. Duration of each 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).

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B. Terms and Conditions (Cont'd)

■ **COLLECT CALLS**

- Collect calls are billed to the called domestic telephone number billing account.
- Person-to-Person calls made on a Collect call basis are billed at the applicable Person-to-Person rates and charges.
- Operator assisted Collect calls may be Real Time Rated. Collect calls made via the Company's automated Operator system are not eligible for real time rating.
- Collect calls cannot be billed to telephone numbers located in Guam or the Commonwealth of the Northern Marianas Islands (CNMI).
- Collect calls cannot be billed to public and semi-public payphone telephone numbers.

■ **BILLED-TO-THIRD NUMBER CALLS**

- Billed-to-Third Number calls are billed to the domestic 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.

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B. Terms and Conditions (Cont'd)

■ PERSON-TO-PERSON CALLS

- Person-to-Person calls may be:
 - billed to the telephone account from which the call is made,
 - billed on a Collect call basis (applicable Person-to-Person rates apply), or
 - billed to a third number. (applicable Person-to-Person rates apply)
- 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 in reaching.
- 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.

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B. Terms and Conditions (Cont'd)

■ **REAL TIME RATED CALLS**

- Real Time Rated calls may be:
 - billed to the telephone account from which the call is made,
 - billed on a Collect call basis, 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.

■ **BILLING AVAILABILITY**

- Billing for Operator Assistance calls is generally available in all locations.

C. Rates and Charges

1. Service Charge

PER CALL

| | |
|--------------------------|--------|
| - Collect | |
| - Automated | \$4.99 |
| - Operator Assisted | 6.50 |
| - Billed-to-Third Number | |
| - Automated | 4.99 |
| - Operator Assisted | 9.99 |
| - Person-to-Person | 9.99 |
| - Operator Dialed Direct | 9.99 |

2. Usage Charge

PER MINUTE

\$0.89

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