

LOCAL SERVICE TARIFF PSC KY NO. 1  
CANCELLING  
EXCHANGE RATE TARIFF PSCK NO. 2  
AND GENERAL EXCHANGE TARIFF PSCK NO. 3

CINCINNATI BELL TELEPHONE COMPANY LLC

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CINCINNATI, OHIO 45202

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REGULATIONS AND SCHEDULE OF RATES AND CHARGES  
APPLYING TO CERTAIN LOCAL EXCHANGE SERVICES  
WITHIN THE COMMONWEALTH OF KENTUCKY  
IN THE COUNTIES OF  
BOONE, CAMPBELL, GALLATIN, GRANT, AND PENDLETON

ON FILE WITH THE  
PUBLIC SERVICE COMMISSION OF KENTUCKY

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LIST OF TARIFFS

ACCESS SERVICE TARIFF PSCK NO. 2

CABLE TELEVISION POLE ATTACHMENT TARIFF PSCK NO. 1

LOCAL SERVICE TARIFF PSC KY NO. 1

MESSAGE TELECOMMUNICATIONS SERVICE PSCK NO. 4

The tariffs listed above contain the rates and regulations governing the furnishing of the respective services of Cincinnati Bell Telephone Company LLC in the Commonwealth of Kentucky and are on file with the Public Service Commission of Kentucky.

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EXPLANATION OF SYMBOLS

- (C) Indicates changed regulation
- (D) Indicates discontinued rate or regulation
- (I) Indicates increase in rate
- (M) Indicates matter relocated without change
- (N) Indicates new rate or regulation
- (R) Indicates reduction in rate
- (T) Indicates a change in text but not in rate or regulation

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DEFINITIONS

A. Basic Local Exchange Service

Basic Local Exchange Service has the same meaning as set forth in Kentucky Revised Statutes (KRS) Chapter 278.541.

B. Central Office

A switching unit having the necessary equipment and operating arrangements for terminating and interconnecting lines and trunks.

C. Class of Service

The Company furnishes two classes of service, nonresidence and residence, described by the use to be made of such service. Pay telephone access lines are treated the same as nonresidence service unless otherwise noted in this Tariff.

D. Commission

The Kentucky Public Service Commission ("KPSC")

E. Company

Cincinnati Bell Telephone Company LLC ("CBT")

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## DEFINITIONS

## F. Continuous Property

The plot of ground, together with any buildings thereon, occupied by the Customer, which is not separated by public highways or by property occupied by others. Where a Customer occupies properties on both sides of a street, alley, highway, body of water, railroad right of way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property provided local wire or cable facilities are used and the customer furnishes all local distribution pole line facilities or underground conduit required in connection with the wire or cable.

For the purpose of determining the application of charges, continuous property is additionally defined as follows when apartments, office buildings, or shopping center malls occupied by more than one customer are involved:

For residence service, the apartment occupied by the Customer.

For nonresidence service, the space (single office, or two or more offices on same or different floors) occupied by the Customer, whether or not separated by space occupied by others, except that when the Customer vacates the space from which service is being relocated, the relocation is considered to involve non continuous property.

## G. Contract

The agreement between a Customer and the Company under which facilities for the use of the Customer are furnished in accordance with the provisions of this tariff.

## H. Cost

The cost of labor and material, plus an appropriate share of the Company's general operating and supervising expense.

## I. Customer

The person, firm, or corporation that orders service and is responsible for the payment of charges and compliance with the rules and regulations of the Company.

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## DEFINITIONS

## J. Demarcation Point (Network Interface)

The point of demarcation and/or interconnection between Company communications facilities and terminal equipment, protective apparatus or wiring at a Customer's premises. Company installed facilities at, or constituting, the demarcation point will consist of wire or a jack conforming to Subpart F of Part 68 of the FCC's rules. "Premises" as used herein generally means a dwelling unit, other building or a legal unit of real property such as a lot on which a dwelling unit is located, as determined by the Company's reasonable and nondiscriminatory standard operating practices. The "minimum point of entry" as used in this section will be either (1) the closest practicable point to where the wiring crosses a property line or (2) the closest practicable point to where the wiring enters a multiunit building or buildings. The Company's reasonable and nondiscriminatory standard operating practices will determine which of (1) or (2) will apply. The Company is not precluded from establishing reasonable classifications of multiunit premises for purposes of determining which of (1) or (2) above will apply. Multiunit premises include, but are not limited to, residential, commercial, shopping center and campus situations.

## 1. Single Unit Installations

For single unit installations existing as of November 1, 1991, and installations installed after that date, the demarcation point will be a point within twelve inches of the protector or, where there is no protector, within twelve inches of where the telephone wire enters the customer's premises.

## 2. Multiunit Installations

In multiunit premises existing as of November 1, 1991, the demarcation point will be determined in accordance with the Company's reasonable and nondiscriminatory standard operating practices; provided, however, that where there are multiple demarcation points within the multiunit premises, a demarcation point for a customer will not be further inside the customer's premises than a point twelve inches from where the wiring enters the customer's premises.

In multiunit premises in which wiring is installed after November 1, 1991, including additions, modifications and rearrangements of wiring existing prior to that date, the multiunit premises owner will determine the location of the demarcation point or points. The multiunit premises owner will determine whether there will be a single demarcation point location for all customers or separate locations for each customer; provided, however, that where there are multiple demarcation points within the multiunit premises, a demarcation point for a customer will not be further inside the customer's premises than a point twelve inches from where the wiring enters the customer's premises.

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DEFINITIONS

K. Exchange

A geographic unit established for the administration of telecommunications service in a specified area which usually embraces a city, town, or village and its environs.

L. Exchange Access Line

Denotes all equipment and facilities from the central office line up to and including the Company-provided and maintained network interface or demarcation point on a customer's premises encompassing the central office line and all lines connected to a central office line for access to an exchange.

M. Exchange Service

The service of furnishing facilities for telecommunications within a local service area, in accordance with the regulations, rates, and charges specified in this tariff.

N. Flat Rate Service

Customer exchange service for which a stipulated monthly rate is charged, covering all local message use within a defined area.

O. Initial Charge (Nonrecurring Charge)

A nonrecurring or one-time charge associated with the installation of certain services or facilities, either in lieu of or in addition to recurring monthly charges or other service type charges.

P. Initial Service Period

The minimum length of time a customer is obligated to pay for service, facilities, or equipment whether or not retained by the customer for that minimum length of time. The Initial Service Period for all services in this Tariff is one month unless otherwise stated.

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DEFINITIONS

Q. Inside Wire

The wire, including connectors, blocks, and jacks, which extends between the network interface or demarcation point and the jack locations within the Customer's premises to which terminal equipment can be connected.

R. KRS

Kentucky Revised Statutes

S. Local Calling Area

The Local Calling Area is defined by exchange and is the geographical area within which a customer may make flat rate local calls and where long distance charges do not apply.

T. Network Interface Device (NID)

A jack conforming to Sub part F of Part 68 of the FCC's rules provided by the Company as part of the Local Exchange Carrier (LEC) network. It will be located on the customer premises and is considered to be the termination of the LEC network if installed by the Company. (See Demarcation Point)

U. Station

The network control signaling unit and other equipment at the Customer premises which enables the Customer to establish the communications connection and to accomplish communications through such connections.

V. Termination Charge

A charge applied to a customer when service is terminated before the expiration of the initial service period, or a charge applied where a basic termination charge is specified.

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## REGULATIONS

## A. GENERAL

This Tariff applies to services offered in the serving exchanges of the Company with the exception of Boone, Kentucky Metropolitan and Independence which are now deregulated.

The regulations of this tariff apply to all tariffs of the Company except where in conflict with a specific provision of another tariff.

## B. OBLIGATION AND LIABILITY OF THE COMPANY

## 1. Availability of Facilities

The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain, and maintain without unreasonable expense suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

## 2. Transmitting Messages

The Company does not undertake to transmit messages but offers the use of its facilities for communications between its customers.

## 3. Service Irregularities and Interruptions

In view of the fact that the Customer has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of the unavoidability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions, and limitations herein specified.

In the event of an interruption to service which is not due to the negligence or willful act of the customer, there will be allowed a pro rata adjustment of the monthly charges involved, for the service and facilities rendered useless and inoperative by reason of the interruption, during the time said interruption continues in excess of twenty four hours from the time it is reported to the Company or detected by the Company. For the purpose of administering this regulation, every month is considered to have thirty days.

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## REGULATIONS

## B. OBLIGATION AND LIABILITY OF THE COMPANY (Continued)

## 3. Service Irregularities and Interruptions (Continued)

For the purpose of applying this provisions, the word "interruption" shall mean the inability to complete calls; incoming, outgoing, or both. "Interruption" does not include and no credit allowance shall be given for service difficulties such as slow dial tone, busy circuits, or other network and/or switching capacity shortages. Nor shall the credit allowance apply where service is interrupted by the negligence or willful act of the Customer or the failure of facilities provided by the Customer, or unlawful or improper use of the facilities or service.

No credit allowance will be made for interruptions due to electric power failure where the customer is responsible for providing electric power.

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring in the course of furnishing service or facilities and not caused by the negligence of the Customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, will in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistake, omission, interruption, delay or error, or defect in transmission occurs.

The Customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of copyright arising from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the Customer; and against all other claims arising out of any act or omission of the Customer in connection with the facilities provided by the Company; and against any and all losses from damage to the Customer's facilities or equipment attached or connected to facilities furnished by the Company.

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REGULATIONS

B. OBLIGATION AND LIABILITY OF THE COMPANY (Continued)

4. Use of Connecting Company Lines

When the lines of other telephone companies are used in establishing connections to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies.

5. Defacement of Premises

The Company is not liable for any defacement or damage to the Customer's premises resulting from the existence of the Company's equipment and associated wiring on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company.

When the Customer is a tenant and requests an installation that could, in the opinion of the Company, result in damage to the property of the owner, the customer must obtain, prior to installation, a written release from the owner or his authorized agent absolving the Company of liability.

6. Directory Listings

The Company does not guarantee the accuracy of listings, and will not be a party to controversies arising between customers or others as a result of listings published in its directories.

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## REGULATIONS

## C. USE OF SERVICE AND FACILITIES

## 1. Ownership and Use of Service and Equipment

Equipment and lines furnished by the Company on the premises of a Customer are the property of the Company, whose agents and employees have the right to enter the premises at any reasonable hour for the purpose of installing, inspecting, maintaining, or repairing the equipment and lines, or upon termination of the service, for the purpose of removing such equipment or lines.

Equipment furnished by the Company must, upon termination of service for any cause whatsoever, be returned to it in good condition, except for reasonable wear and tear.

## 2. Connections of Customer Provided Terminal Equipment, Communications Systems, and Inside Wire

## a. General

Terminal equipment, communications systems and inside wire provided by the Customer may be connected at the Customer's premises to telecommunications services furnished by the Company where such connections are made in accordance with the provisions of Part 68 of the Federal Communications Commission's (FCC) Rules and Regulations and any applicable Company tariffs and/or service agreements, as are now in effect or may become effective.

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## REGULATIONS

## C. USE OF SERVICE AND FACILITIES (Continued)

## 2. Connections of Customer Provided Terminal Equipment, Communications Systems, and Inside Wire (Continued)

## b. Responsibility of the Customer

The Customer will be responsible for the installation, operation and maintenance of any customer provided terminal equipment, communications system, or inside wire. No combinations of customer provided terminal equipment, communications systems, or inside wire shall require change in or alteration of the equipment or services of the Company, cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment or communications system, the calling or called party. Upon notice from the Company that customer provided terminal equipment, communications system, or inside is causing such hazard, damage, malfunction or degradation of service, the Customer must make whatever changes are necessary to remove or prevent such hazard, damage, malfunction or degradation of service.

The customer will be responsible for the payment of a Maintenance of Service Charge as provided in the Company's service agreements for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer-provided terminal equipment, communications system, or inside wire.

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## REGULATIONS

## C. USE OF SERVICE AND FACILITIES (Continued)

## 2. Connections of Customer Provided Terminal Equipment, Communications Systems, and Inside Wire (Continued)

## c. Responsibility of the Company

Telecommunications services are not represented as adapted to the use of customer provided terminal equipment or communications systems. Where customer provided terminal equipment or communications systems are used with telecommunications services, the responsibility of the Company shall be limited to the furnishing of service components suitable for telecommunications services and to the maintenance and operation of service components in a manner proper for such services. Subject to this responsibility the Company will not be responsible for:

- i. The through transmission of signals generated by the customer provided terminal equipment or communications systems or for the quality of, or defects in such transmission, or
- ii. The reception of signals by customer provided terminal equipment or communications systems, or
- iii. Address signaling where such signaling is performed by customer provided signaling equipment.

The Company will, at the customer's request, provide information concerning interface parameters needed to permit customer provided terminal equipment to operate in a manner compatible with telecommunications services.

The Company may make changes in its telecommunications services, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the Federal Communications Commission's Rules and Regulations. If such changes can be reasonably expected to render any customer's terminal equipment or communications system incompatible with telecommunications services, or require modification or alteration of such customer provided terminal equipment or communications systems, or otherwise materially affect its use or performance, the customer will be given adequate notice, in writing, to allow the customer an opportunity to maintain uninterrupted service.

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## REGULATIONS

## C. USE OF SERVICE AND FACILITIES (Continued)

## 2. Connections of Customer Provided Terminal Equipment, Communications Systems, and Inside Wire (Continued)

## d. Violation of Regulations

When any customer provided terminal equipment or communications system is used with telecommunications services in violation of any of the provisions in this Part C.2., the Company will take whatever immediate action is necessary for the protection of the telecommunications network and Company employees, and will promptly notify the customer of the violation.

The customer must discontinue use of the terminal equipment or communications system or correct the violation and must confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above will result in suspension of the customer's service until the customer complies with the provisions of this tariff and the Company's service agreements.

## e. Connection of Grandfathered Communications Systems and Terminal Equipment

Grandfathered Communications Systems denote customer provided communications systems (including their equipment, premises wiring and protective circuitry if any) connected at the customer's premises that are considered to be grandfathered under Part 68 of the Federal Communications Commission's (FCC) Rules and Regulations. These systems may remain connected for the life of the equipment without registration. Additions and modifications may be made only in accordance with FCC Part 68.

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REGULATIONS

C. USE OF SERVICE AND FACILITIES (Continued)

2. Connections of Customer Provided Terminal Equipment, Communications Systems, and Inside Wire (Continued)

f. Connection of Registered Equipment

Registered Equipment denotes equipment which complies with and has been approved within the registration provisions of FCC Part 68.

Customer provided registered terminal equipment, registered protective circuitry, and registered communications systems may be directly connected at the customer premises to the telecommunications network, subject to FCC Part 68.

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REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service

The Company may refuse an application for service if objection is made by or on behalf of any governmental authority to the furnishing of service.

An application for service becomes a contract upon the establishment of service. Neither the contract nor any rights acquired under it may be assigned or transferred in any manner except as specifically provided for in this tariff. Requests for additional service, when established, become a part of the original contract, except that each item of additional service is furnished subject to payment of charges for the initial service period and termination charges as specified in Parts E and F of this section. Any change in rates or regulations in the Company's tariffs or authorized by the legally constituted authorities acts as a modification of all contracts to that extent, without further notice.

When an application for service is cancelled by the applicant or a customer before service is established, the applicant or customer may be required to reimburse the Company for all expenses, including engineering and construction costs, incurred by the Company as a result of the application before it received notice of cancellation. The amount of reimbursement, however, will not exceed the service, construction, installation, and termination charges that would have been applicable if the service had been established.

When a request for additions, rearrangement, relocation, or modification of service or equipment is cancelled by a customer before the work involved has been completed, the customer may be required to reimburse the Company for all expenses, including engineering and construction costs, incurred by the Company as a result of the request before it received notice of cancellation. The amount of reimbursement, however, shall not exceed the service, construction, installation, and termination charges that would have been applicable if the work involved in complying with the request had been completed.

If an applicant has an outstanding account with the Company, the Company reserves the right to reject application for service until the amount due has been paid in full.

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REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

1. Application for Service (Continued)

A contract for service may be transferred to another member of the family in the case of residence service and to another individual, partnership, association, or corporation in the case of nonresidence service. No billing adjustment for local exchange service previously furnished will be made, and the new customer must assume all outstanding indebtedness of the original customer. No charge applies to transfer service that is transferred in accordance with these provisions.

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## REGULATIONS

## D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

## 2. Application of Nonresidence and Residence Rates

Although the location of a customer's telephone service or the type of directory listing desired may in most cases serve as a satisfactory basis for determining whether nonresidence or residence rates apply, final determination will be based on the criteria in this Part D.2.

## a. Nonresidence Rates

Telephone service is classified and charged for as nonresidence when a nonresidence listing is furnished. Telephone service is also classified and charged for as nonresidence when:

## 1. The service is:

- a. Used regularly in the pursuit of monetary gain from an occupation, commercial activity, or industrial effort; or
- b. Used primarily in conjunction with a nonprofit activity of a service, organizational, professional, institutional, or charitable nature; or
- c. Advertised regularly for the purpose of soliciting calls to the customer's telephone number;

and

## 2. The customer is not:

- a. A customer of other nonresidence telephone service used in the principal conduct of the activity in which the customer is engaged; or
- b. An employee or a representative of a customer to other nonresidence telephone service used in the principal conduct of the activity in which the customer is engaged.

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## REGULATIONS

## D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

## 2. Application of Nonresidence and Residence Rates (Continued)

## b. Residence Rates

Telephone service is classified and charged for as residence at all residences when the conditions requiring a nonresidence classification as set forth in Part D.2.a. preceding are not present.

Telephone service is also classified and charged for as residence when furnished at any location as an access to a repeater control and/or autopatch facility of a bona fide amateur radio operator, organization, or society duly licensed as a primary station by the Federal Communications Commission as an amateur radio station pursuant to FCC Part 97. The Company may request a copy of the amateur radio station license prior to the installation of service.

When it is determined that a residence service customer is using the service in such a manner that it should be classified and charged for as nonresidence service under the above provisions, the Company will reclassify the service of the customer to nonresidence and bill the customer the appropriate nonresidence rates. In the event the customer refuses to pay the applicable nonresidence rates, the Company may temporarily deny or discontinue the service under the provisions of this tariff applicable to payment for service.

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## REGULATIONS

## D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

## 3. Advance Payments

Applicants for service who have no account with the Company, or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment at the time of application equal to the premises or initial charge or both; and at least one month's charge for the service provided. The amount of the advance payment is credited to the customer's account as applying to any indebtedness under the contract.

## 4. Deposits

Any applicant who is unable to establish a satisfactory credit standing with the Company or any Customer whose credit standing has become impaired may be required to deposit a sum up to an amount equal to two-twelfths of the estimated annual bill of such Customer or applicant. Any such deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service.

Interest on cash deposits will be payable per the deposit rules and regulations prescribed by the Commission for the period during which the deposit is held. Such deposit will be refunded or credited to the customer upon termination or after one year of prompt payment for service.

The fact that a deposit has been made in no way relieves the applicant or Customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation or constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of any sums due the Company.

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## REGULATIONS

## D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

## 5. Telephone Numbers

The Company will administer telephone numbers in keeping with the rules and requirements of this Commission and the Federal Communications Commission and in accordance with the procedures established by the North American Numbering Plan Administrator (NANPA) and the Number Pooling Administrator. The customer has no property right to the telephone number which is assigned by the Company, or any right to continuance of service through any particular central office, and the Company reserves the right to change the telephone number or the central office designation, or both, of a customer whenever it deems it necessary to do so in the conduct of its business.

## 6. Payment for Service

Bills are rendered monthly for telephone services provided by the Company. The bill will include charges for local service for the current service month and any applicable usage charges, the Customer's telephone number, the due date of the bill, the amount due, and the period of time covered by the bill. Information regarding one-time charges, credits, local calling detail and long distance calls will be provided as is appropriate in each case based on customer activity.

The Customer is responsible for payment monthly, or on demand, of all charges for facilities and services furnished the Customer, including charges for services originated, or charges accepted, at such facilities. Bills for service shall be considered delinquent if the bill is not paid within 18 calendar days following the date of the bill (closing/print date of the bill).

Prior written notice will be given if service is to be temporarily denied or the contract terminated for the non-payment of any sum due in accordance with Part D.7. of this section. Service will not be denied prior to five days from the date contained on said notice.

All service, except Residence Service, provided to the same Customer as one business service, regardless of the tariff or service agreement under which the service is provided, is considered one service for payment purposes. All service may be disconnected for non-payment even though payment is current for service provided under one or more tariffs or service agreements.

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REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

6. Payment for Service (Continued)

A subscriber who orders service or equipment installations, moves, or changes prior to the date of any increase in the one-time charge applicable to such work will be subject to the one-time charge in effect at the time the subscriber's order was received by the Company, provided the work is completed within the Company's normal installation interval in effect at the time the order was placed. However, if subsequent to the effective date of the increase in the one-time charge, the completion of such work is delayed beyond the Company's normal installation interval and the delay is not caused by the Company, the subscriber will then be subject to the one-time charge in effect at the time the work is completed by the Company.

Any objection to charges on a customer's bill should be promptly reported to the Company. Adjustments to customer's bills shall be made to the extent that records are available and the claim can be justified. Customers will be furnished at no cost one copy of their bill for the current month.

Customers who do not pay for service in accordance with this section may be assessed a Late Payment Fee and/or a Returned Check Charge as described in Section 13 of this Tariff.

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## REGULATIONS

## D. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

## 7. Denial and Restoral of Service

In the event of abandonment of the service, the non-payment of any sum due, failure to make a suitable deposit, the use of foul or profane expressions, the impersonation of another with fraudulent intent, use of the service in such manner as to interfere with the reasonable use of the service of other customers, use of the service for any purpose other than as a means of communication, or any other violation of the regulations of the Company, or upon objection to the continuance of service made by or on behalf of any governmental authority, the Company may, without incurring any liability thereby either temporarily deny service or terminate the contract.

When the service of a customer has been temporarily denied in accordance with the preceding paragraph but the contract has not been terminated or the order to remove the service has not been issued and completed, such service will be restored, following adjustment of the circumstances that caused such temporary denial, upon the payment of a Restoral of Service Charge per access line as described in Section 3, Part C.3.c or this tariff.

In cases where service has been denied for non-payment of charges due, in addition to the Restoral of Service Charge, the Customer will be required to pay all charges due. Temporary denial status will be maintained for a minimum period of five days after which time the service will be discontinued. Subsequent to the completion of a discontinuance order, service will be reestablished only upon the basis of a new service application.

The Company reserves the right to discontinue or refuse service because of abuse or fraudulent use of service. Abuse or fraudulent use of service includes the use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information in violation of any law or regulation pertaining to telecommunications service.

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REGULATIONS

E. INITIAL SERVICE PERIOD

The initial service period for service and facilities is one month on the same continuous property.

A move to a different continuous property is charged for as new installation of service. A new initial period applies at the new location and a termination charge, as specified in Part F of this section, applies at the old location if the move occurs prior to the expiration of the initial service period.

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REGULATIONS

F. TERMINATION OF SERVICE

Termination of service may be arranged for, prior to the expiration of the initial service period, when notice is given to the Company five days in advance, and upon agreement to pay all charges due for service furnished plus any termination charge.

In the event a portion of an installation is discontinued, the application of termination charges will be based on the premise that the items of equipment discontinued were the last such items installed.

The service period is not terminated when service and facilities are relocated within the same continuous property, and the customer pays the charges specified for this type of relocation.

Termination charges equal to the unexpired portion of the initial service period, typically one month as defined in Part E of this section, will apply for service that is terminated prior to completion of the initial service period, resulting in a charge equal to the charge for the initial service period.

G. PROVISION FOR CERTAIN TAXES AND FEES

There shall be added to the customer's bill, as a separate item, an amount equal to the customer's proportionate part of any license, occupation, franchise, excise, communications services or other similar tax or fee, now or hereafter agreed to or imposed upon the Company by the state or any local public agency or taxing authority, whether imposed by statute, ordinance, franchise agreement or otherwise, and whether imposed upon or measured by the gross receipts, net receipts or revenues of the Company. Such amount will be added to the bill of each customer who receives service within the territorial limits of the taxing authority. Where more than one such tax or fee is imposed, each of the amounts applicable to the customer shall be added to the customer's bill as a separately identified item.

H. DIRECTORIES

The Company will furnish to its customers without charge only the directories required under current Commission rules and/or waivers.

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BASIC LOCAL EXCHANGE SERVICE

A. GENERAL

Basic local exchange service is provided in accordance with Kentucky Revised Statutes (KRS) Chapter 278.541. Basic local exchange service lines include the serving central office line equipment and all outside plant facilities, including the Company-provided and maintained network interface, necessary to connect the serving central office to the customer's premises.

The pricing, terms, and conditions in this section apply only to basic local exchange service offered in the service exchanges of the Company with the exception of Kentucky Metropolitan, Independence and Boone, which are now deregulated.

Maps of each exchange are available on Cincinnati Bell's website: <https://www.cincinnati-bell.com/about-us/regulatory/maps>.

See the Company's Service Agreements for the pricing, terms, and conditions applicable to all non-basic residential and nonresidential services.

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## BASIC LOCAL EXCHANGE SERVICE

## B. TERMS AND CONDITIONS

## 1. Use of Basic Local Exchange Service

Basic local exchange service, as distinguished from pay telephone service lines, is furnished only for use by the customer, the customer's family, employees or representatives, persons residing in the customer's household, or guests of the customer, except as the use of the service may be extended to:

Patrons, as opposed to tenants, of the customer where the use of the service by the patron is incidental to his patronage of the customer, provided no charge is made by the customer for such use.

Patrons of the customer, and to the public in general, in connection with Automatic Dialing Telephone Units arranged for the origination of calls only to preselected telephone numbers.

Another party on a different premises to provide for the answering of calls during the customer's absence. Such termination is furnished only with the understanding that outward calls are not to be placed from it, and on the condition that use of separate exchange service is available to the other party on the same premises.

The Company will refuse to install customer service, or to permit such service to remain on premises where the equipment is so located that the public in general, except as stated in this part B.1., may make use of the service.

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## BASIC LOCAL EXCHANGE SERVICE

## B. TERMS AND CONDITIONS

## 2. Local Calling Area

The Local Calling Area is the geographical area within which customers may make calls without the payment of long distance toll charges. Basic local exchange service, except for grandfathered Local Area Service (LAS)\*, provides flat rate local calling throughout the Company's traditional Kentucky, Indiana, and Ohio service area. The specific exchanges included in the local calling area are as follows:

<u>Ohio Exchanges</u>	<u>Kentucky Exchanges</u>	<u>Indiana Exchanges</u>
Bethany	Alexandria	Peoria
Bethel	Boone	West Harrison
Cincinnati	Butler	
Clermont	Falmouth	
Hamilton	Glencoe	
Harrison	Independence	
Little Miami	Kentucky Metropolitan	
Newtownsville	Walton	
Reily	Warsaw	
Seven Mile	Williamstown	
Shandon		
Williamsburg		

\* See Grandfathered Services in this section for the LAS Local Calling Areas. LAS may not be combined with any other local exchange services. A customer with LAS may only have LAS at a given continuous property.

## 3. Local Message

A local message is a communication between an exchange access line and any other exchange access line within the local calling area of the originating exchange access line.

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BASIC LOCAL EXCHANGE SERVICE

B. TERMS AND CONDITIONS (Continued)

4. Grandfathered Services

a. General

Grandfathered services are available only for existing customers of that service. These services are not furnished for new installations, regrades, or moves.

A customer with a grandfathered service may change to an available non-grandfathered service free of initial service charges.

b. Grandfathered Service Listing

The following service is grandfathered:

Local Area Service (LAS)

c. Local Area Service

Local Area Service (LAS) limits the Local Calling Area to approximately the county in which the Customer is located. LAS is provided only in the Butler, Falmouth, Glencoe, Warsaw, and Williamstown exchanges. LAS may be eliminated once the total LAS subscribership in these exchanges combined falls below 2000 lines. The Company will notify the Commission prior to elimination of LAS.

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BASIC LOCAL EXCHANGE SERVICE

B. TERMS AND CONDITIONS (Continued)

4. Grandfathered Services (Continued)

c. Local Area Service (Continued)

The LAS Local Calling Areas are as follows:

<u>Exchange</u>	<u>Local Calling Area</u>
Butler	Butler Falmouth
Falmouth	Butler Falmouth
Glencoe	Glencoe Warsaw
Warsaw	Glencoe Warsaw
Williamstown	Williamstown

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## BASIC LOCAL EXCHANGE SERVICE

## C. RATES AND CHARGES

## 1. Basic Local Exchange Service Monthly Rates

<u>Exchange</u>	<u>Residence*</u>	<u>Nonresidence</u>
Alexandria	\$31.99 (I)	59.25
Butler		
Standard – Extended Area Service	31.99 (I)	62.00
Local Area Service (Grandfathered)	25.50	33.25
Falmouth		
Standard – Extended Area Service	31.99 (I)	62.00
Local Area Service (Grandfathered)	25.50	33.25
Glencoe		
Standard – Extended Area Service	31.99 (I)	62.00
Local Area Service (Grandfathered)	25.50	33.25
Walton	31.99 (I)	59.25

\* See Section 4 for Lifeline Service.

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## BASIC LOCAL EXCHANGE SERVICE

## C. RATES AND CHARGES (Continued)

## 1. Basic Local Exchange Service Monthly Rates (Continued)

<u>Exchange</u>	<u>Residence*</u>	<u>Nonresidence</u>
Warsaw		
Standard – Extended Area Service	\$31.99 (I)	62.00
Local Area Service (Grandfathered)	25.50	33.25
Williamstown		
Standard – Extended Area Service	31.99 (I)	62.00
Local Area Service (Grandfathered)	25.50	33.25

\* See Section 4 for Lifeline Service.

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## BASIC LOCAL EXCHANGE SERVICE

## C. RATES AND CHARGES (Continued)

## 3. Basic Local Exchange Service Nonrecurring Charges

The following charges apply in all exchanges.

	<u>Nonrecurring Charge</u>
a. To Establish a Basic Local Exchange Service Line	
1. Residence, per Line	25.70
2. Nonresidence, per Line	49.75
b. To Change from Residence Basic Local Exchange Service to Nonresidence Basic Local Exchange Service or Vice Versa, per Line	12.25
c. Restoral of Service Charge, per Line	
<p>The Restoral of Service Charge applies when a Customer's service has been temporarily denied in accordance with Section 2, Part D.7. of this tariff, but the contract has not been terminated or the order to remove service has not been issued and completed. Service will be restored following adjustment of the circumstances that caused the temporary denial. If service has been denied for non-payment of charges due, the customer must pay all charges due, and the customer may also be required to pay the Restoral of Service Charge. Otherwise, the Restoral of Service Charge will be due as part of the first bill issued to the customer after restoration. Temporary denial status will be maintained for a minimum period of five days and throughout the period the Customer receives warm line service, after which, service will be discontinued. Subsequent to the completion of the disconnect order, service will be reestablished only upon the basis of a new service application.</p>	
1. Residence	18.30
2. Nonresidence	18.30

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## LIFELINE

## A. LIFELINE SERVICE

## 1. General

Lifeline is a government assistance program that allows qualifying low-income customers to pay reduced charges for access line service. Lifeline services and discounts are provided in accordance with Federal Communications Commission regulations and any additional state-specific requirements established by the Commission.

Lifeline discounts are funded in whole or in part through application of Lifeline support provided by the federal Lifeline program and by the Commonwealth of Kentucky telecommunications service support program. Lifeline discounts may apply to any residential service plan that includes voice telephony service, including bundled packages of services.

## 2. Benefits

The Lifeline provided benefits and discounts are:

- a. A federally provided monthly discount of \$9.25 off the customer's access line service. This discount is first applied to waive the monthly federal subscriber line charge (End User Common Line charge) with the remainder applied to the customer's monthly rate for the primary individual line service or primary bundled access line service.
- b. A state provided monthly discount of \$3.50 off the customer's monthly rate for the primary individual line service or primary bundled access line service.
- c. Free toll limitation services (e.g. toll blocking) upon customer request.
- d. A waiver of the Company's service deposit requirement, if the customer elects to receive toll limitation services.

Reductions to customer accounts through this program shall not produce a monthly rate that is below zero.

Lifeline benefits are limited to one per household.

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LIFELINE

A. LIFELINE SERVICE

2. Eligibility

Lifeline service is available to qualifying low-income residential customers who are currently participating in one of the following assistance programs:

- a. Federal Public Housing Assistance (Section 8)
- b. Medicaid
- c. Supplemental Nutrition Assistance Program (SNAP)
- d. Supplemental Security Income (SSI)
- e. Veteran Pension Benefits program (C)
- f. Survivor Pension Benefits program (C)
- g. (D)

Lifeline Assistance is also available to customers whose total household income is at or below one-hundred thirty-five percent (135%) of the federal poverty level.

The Company shall require, as proof of eligibility, a document signed by the Customer, certifying under penalty of perjury, that the Customer meets all qualifications to receive Lifeline service, and will comply with all federal and state regulations regarding Lifeline, including any certifications required by the FCC. To fulfill these requirements, a Customer must complete, sign, and return the Company’s Lifeline application form, including all customer identifying information and certifications, along with documentation of Lifeline eligibility attached to the form.

Customers enrolling in Lifeline must provide appropriate documentation of program eligibility prior to receiving Lifeline benefits. Lifeline benefits will begin once the completed application form and documentation of eligibility are reviewed, processed, and approved in accordance with any applicable state and federal requirements. Customers will not receive retro-active Lifeline credits for periods prior to receipt and approval of the completed application and supporting documentation of eligibility.

The Customer must notify the Company within 30 days if the Customer ceases to participate in any of the qualifying programs or otherwise no longer satisfies the criteria to receive Lifeline.

Customer eligibility for Lifeline shall be recertified annually.

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<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Talina R. Mathews EXECUTIVE DIRECTOR</b> <i>Talina R. Mathews</i>
<b>EFFECTIVE 12/1/2016 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)</b>

LIFELINE

B. KENTUCKY LIFELINE SUPPORT SURCHARGE

The Kentucky Lifeline Support Surcharge was set up to support Lifeline Service in Kentucky.

The Kentucky Lifeline Support Surcharge is imposed on each residential and nonresidential service access line of all Incumbent Local Exchange Carriers (ILECs), Competitive Local Carriers (CLECs), and Wireless Service Providers' bills, pursuant to Orders issued by the KPSC in Administrative Case No. 360. For purposes of application of this surcharge, access lines are defined as facilities which provide access to and from the telecommunications network for toll and/or local calling with the exception of payphone, remote calling forwarding, radio common carriers, interLATA foreign exchange lines, private line services, other common carriers, and company official accounts.

The surcharge will appear on each customer's bill under the line item "Kentucky Lifeline Support" and will be billed at the rate of \$0.14 per month per line.

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PAY TELEPHONE ACCESS LINES

A. GENERAL

Pay telephone access lines are provided to payphone providers for use with customer-provided coin operated telephone equipment (payphone instruments that accept coins), customer-provided coinless telephone equipment, and inmate service telephone instruments that provide restricted calling service at penal institutions and other institutions of confinement.

The customer for pay telephone access lines is the payphone provider which is the individual or organization who subscribes to the pay telephone access line. Any party purchasing pay telephone access lines must be properly registered with the Commonwealth of Kentucky.

Pay telephone access lines are provisioned either for use with smart sets or dumb sets. The customer must specify to the Company which option it is choosing at the time of the placement of the initial order

Telephone instruments and service enhancing facilities are furnished by the payphone provider.

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## PAY TELEPHONE ACCESS LINES

## B. TERMS AND CONDITIONS

Pay telephone access line customers must provide service in compliance with all state and/or federal rules and/or regulations regarding pay/public telephone service, alternative operator services, or any other services provided to the end user of the provider's payphone service. Failure to comply with this tariff or any related rule or order approved by this Commission or the FCC shall be grounds for disconnection. Pay telephone access lines may be denied or disconnected in accordance with Section 2, Part D.7. of this tariff. If service is temporarily denied, the customer must pay the nonresidence Restoral of Service Charge specified in Section 3, Part C.3.c. of this tariff for service to be restored.

The customer is responsible for the installation, operation and maintenance of customer-provided public telephones used in connection with pay telephone access lines.

Customer-provided public telephones and equipment must be registered and connected to the Company's network in compliance with Part 68 of the FCC's Rules and Regulations.

Pay telephone access lines may not be attached to other types of access lines and shall not be connected behind a PBX.

Pay telephone access lines cannot be included on accounts containing other classes of service. A separate account is required for this offering at each location.

The local calling area for pay telephone access lines in a given exchange is the local calling area specified in Section 3, Part B. of this tariff for that exchange.

The Company will block pay telephone access lines provided for use as inmate service from 101XXX calling.

Screening services are available for use on pay telephone access lines where facilities permit. (See the Company's Local Telephone Service Agreement – Kentucky for the rates, terms and conditions for these services. Nonresidence rates apply.)

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PAY TELEPHONE ACCESS LINES

B. TERMS AND CONDITIONS (Continued)

The pay telephone access line customer will be charged for Directory Assistance and Operator Service calls made over the pay telephone access lines to which the customer subscribes. (See the Company's Local Telephone Service Agreement – Kentucky for the rates, terms and conditions for these services. Nonresidence rates apply.)

Pay telephone access lines do not include International Blocking Service (IBS). IBS is provided out of the Company's Access Service Tariff, PSCK No. 2.

Directory listings are not provided with pay telephone access lines. Directory listings may be added as shown in the Company's Local Telephone Service Agreement – Kentucky for nonresidence service.

The customer will be responsible for payment of a Maintenance of Service Charge as specified in the Company's Local Telephone Service Agreement - Kentucky for visits by a Company employee to the service location when a service difficulty or trouble report results from customer-provided equipment or facilities.

Other service options normally provided are available at normal nonresidence charges where such services are technically feasible.

The initial service period for pay telephone access lines is three months.

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## PAY TELEPHONE ACCESS LINES

## C. RATES AND CHARGES

1. Monthly Charges	<u>Rate</u>
a. Pay Telephone Access Line for Smart Sets, per Line	
1. Unrestricted, Two-Way Flat Rate Service. Allows 0+, 0-, and 1+ Dialing.	30.45
2. Unrestricted, Two-Way Flat Rate Inmate Service. Allows 0+, 0-, and 1+ Dialing.	30.45
b. Pay Telephone Access Line for Dumb Sets, per Line	
1. Restricted, Two-Way Flat Rate Coin Service. Allows 0+, 0-, 1+, 01+, and 011+ Dialing. Blocks 1+900 Dialing.	38.04
2. Restricted, One-Way (Outgoing) Flat Rate Coin Service. Allows 0+, 0-, 1+, 01+, and 011+ Dialing. Blocks 1+900 Dialing.	38.04
3. Restricted, One-Way (Outgoing) Flat Rate Inmate Service. Allows 0+ dialing Only. Blocks 1+800 and 1+900 Dialing.	38.04
4. Restricted, One-Way (Outgoing) Flat Rate Coin Service. Allows 0+ and 0- Dialing Only.	38.04
<p>Monthly rates were established by the Commission Order in Administrative Case No. 361, January 5, 1999. Per the Commission Order issued on May 1, 2003, customers subscribing to Pay Telephone Access Lines will receive a monthly credit equal to the End User Common Line Charge (EUCL) which will be applied to the monthly rates listed above. This credit will be applied to lines billed after May 1, 2003 and will vary as the EUCL changes.</p>	
2. Nonrecurring Charges, per Line	
a. Establishment of Pay Telephone Access Line	49.75

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CONSTRUCTION

A. GENERAL

The charges specified in this section apply in addition to all other rates and charges, including termination charges, applicable to services furnished.

Deposits or advance payments covering construction charges may be required at the time application for service is made.

All poles, wire and cable facilities, and conduit, provided by the Company are furnished, installed and maintained by the Company. The customer does not obtain any right of ownership or otherwise in poles, wire and cable facilities, and conduit provided by the Company whether or not construction charges are applied.

When poles or conduit are provided by the customer, the customer is responsible for maintenance and replacement. When conduit is provided by the customer, cost of excavation, repair or replacement of conduit, and fill-in, if required in connection with maintenance or replacement of cable facilities of the Company, is borne by the customer.

When the customer is located so that it is necessary for the Company to obtain right of way to furnish service, the customer may be required to pay the cost, including rental, of securing and retaining right of way.

When construction is provided by a connecting company, charges made to the customer will be the charges of the connecting company.

All rates and charges specified in this tariff provide for the furnishing of services where suitable facilities are available or where the construction of the necessary facilities does not involve unusual costs.

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## CONSTRUCTION

## B. POLE LINE CONSTRUCTION

## 1. General

The regulations and charges specified below apply to pole line extensions required to serve applicants for service when the necessary pole line facilities are not available.

When poles owned and maintained by others and used by the Company under joint use or other arrangements are employed, the construction charges to be applied are the same as those that would be applicable if the poles were provided by the Company. Following their first employment by the Company, poles of others used under joint use or other arrangements become a part of the general distribution pole line or entrance pole line facilities, as the case may be, of the Company for the purpose of determining whether such pole line facilities are available.

## 2. General Distribution Pole Line Facilities

General distribution poles are poles used to support wire and cable facilities required to serve customers generally. Such poles are provided by the Company, or are owned and maintained by others and used by the Company under joint use or other arrangements.

## 3. Entrance Pole Line Facilities

Entrance poles are poles located on private property used to support the entrance service wires required to serve one customer. Such poles are provided by the Company, or are owned and maintained by others and used by the Company under joint use or other arrangements.

When entrance poles are required but are not available, the applicant is charged a construction charge equal to 50 percent of the estimated in-place cost of construction for entrance facilities in excess of 1,000 feet, measured along the path of construction.

The Company will place its entrance service wires on poles owned and maintained by the applicant or others not provided under joint use arrangements, if in the Company's opinion the poles are properly located and suitable for such use. Permission to use such poles must be furnished to the Company free of cost. The Company may, after notice in writing to the customer and without incurring any liability as a result, discontinue furnishing service in this manner if in the Company's opinion the poles are not properly maintained or used in accordance with accepted safety standards

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CONSTRUCTION

C. UNDERGROUND CONSTRUCTION

1. General Distribution Underground Facilities

General distribution underground conduit is conduit in which cable facilities required to serve customers generally are placed.

The Company will place general distribution facilities underground without conduit where conditions are suitable, in the Company's opinion.

2. Entrance Underground Facilities

Entrance underground facilities consist either of underground conduit in which the entrance underground cable is placed or, in lieu of conduit and where conditions are suitable, in the opinion of the Company, only of excavation and fill-in in which buried underground wires or cables are placed, on private property required to serve one customer. Entrance underground conduit and underground facilities without conduit are provided by the Company subject to the construction charges specified in this Part C.2.

a. Where the General Distribution System is Underground

Where the general distribution system is underground, or is about to be placed underground, all existing customers and applicants along its route are required to arrange for entrance underground conduit or entrance underground facilities without conduit, to connect to the general distribution underground system.

A construction charge is applied for entrance underground conduit equal to 50 percent of the estimated in-place cost of construction for such conduit.

A construction charge is applied for excavation and fill-in without conduit in which buried underground wires or cables are placed, equal to 50 percent of the estimated cost for excavation and fill-in in excess of 1,000 feet, measured along the path of construction.

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## CONSTRUCTION

## C. UNDERGROUND CONSTRUCTION (Continued)

## 2. Entrance Underground Facilities (Continued)

## a. Where the General Distribution System is Underground (Continued)

If a group of customers or applicants request and it is feasible to do so, block distribution may be employed in which underground conduit is constructed from the public highway to one of the buildings and from there successively to the other buildings on the private property of the respective customers or applicants. In such cases the construction charge, as described in this Part C.2.a., is apportioned among the parties equitably, taking into consideration their respective locations.

The Company will place its entrance underground cables in conduit provided and maintained by the customer or others if in the Company's opinion the conduit is properly located and suitable for such use. Permission to use such conduit must be furnished to the Company free of cost. The Company may, after notice in writing to the customer and without incurring any liability as a result, discontinue furnishing service in this manner, if in the Company's opinion the conduit is not properly maintained or used in accordance with accepted safety standards.

The Company will place its entrance facilities underground without the use of conduit where the excavation and fill-in is provided and maintained by the customer or others and the construction is in accordance with the Company's specifications. Permission to use the trench must be furnished to the Company free of cost. The Company may, after notice in writing to the customer and without incurring any liability as a result, discontinue furnishing service in this manner, if in its opinion the trench is not properly maintained or used in accordance with accepted safety standards.

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## CONSTRUCTION

## C. UNDERGROUND CONSTRUCTION (Continued)

## 2. Entrance Underground Facilities (Continued)

## b. Where the General Distribution System is on Poles

Where the general distribution system is on poles and is not to be placed underground, a customer may arrange for an underground service connection subject to the regulations and charges specified below.

Entrance underground conduit between the public highway and the building will be provided subject to the regulations and charges specified in this Part C.2. Excavation and fill-in without conduit between the public highway and the building will be provided at a construction charge equal to 50 percent of the estimated cost.

Connection of the entrance underground facilities to the general distribution poles may be made in either of the following ways depending upon circumstances, subject to the charges indicated:

The Company will provide general distribution underground facilities in the public highway between the nearest pole of the general distribution system and the point of connection with the entrance underground facilities, subject to a construction charge equal to the cost.

The Company will erect an entrance pole at the terminus of the underground entrance facilities, and erect drop wires between this pole and a pole of the general distribution system subject to a construction charge equal to the in-place cost for the entrance pole.

The necessary cable or buried wire facilities will be furnished by the Company subject to a construction charge based on the excess, if any, of the in-place cost of the cable or buried wire over the cost of entrance service wires that otherwise would have been employed.

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CONSTRUCTION

D. CONSTRUCTION OF TEMPORARY FACILITIES FOR LONG TERM SERVICE

The construction charges specified in paragraphs B and C of this section contemplate the construction of permanent facilities for long term service. When temporary facilities are constructed in advance of the permanent facilities in order to meet the service date requested by the customer or applicant for long term service, the Company may apply a construction charge equal to the cost for the temporary facilities, plus the cost of removal less salvage.

E. CONSTRUCTION OF FACILITIES FOR SHORT TERM SERVICE

When either permanent or temporary facilities are constructed to provide service which the Company knows or believes will be in service for a short term, and there is no immediate prospect of reuse of the facilities in place for service provided by the Company, a construction charge applies, equal to the cost for such construction plus the cost of removal less salvage if the facilities must be removed.

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## TELECOMMUNICATIONS RELAY SERVICE AND ACCESS PROGRAM SURCHARGE

## A. TELECOMMUNICATIONS RELAY SERVICE

Telecommunications Relay Service (TRS) for individuals with hearing and/or speech disabilities provides access to telephone services that are functionally equivalent to those provided to individuals not having hearing or speech impairments. Telecommunications Relay Service is subject to rules and regulations as prescribed by the FCC (Disabilities Act of 1990, 47 U.S.C. 225) and the Public Service Commission of Kentucky in Administrative Case Nos. 333 and 372.

## B. TELECOMMUNICATIONS ACCESS PROGRAM

The Public Service Commission of Kentucky and the Kentucky Commission on the Deaf and Hard of Hearing established (Pursuant to Kentucky Revised Statute) the Telecommunications Access Program (TAP), a program to distribute telecommunications devices for the deaf to persons who are deaf, hard-of-hearing, or speech impaired.

## C. TRS/TAP SURCHARGE

In order to fund TRS and the TAP, the Commission ordered in Case No. 2007-00464 and Administrative Case No. 372, that \$0.04 per access line per month be collected for TRS and TAP for each wireless, ILEC, and CLEC retail customer as follows:

Monthly Surcharge

TRS Charge, per line:	\$ 0.02
TAP Charge, per line:	\$ 0.02

This surcharge is imposed on each residence and nonresidence access line. For purposes of application of this surcharge, access lines are defined as facilities which provide access to and from the telecommunications network for toll service and for local calling with the exception of Remote Call Forwarding, InterLATA Foreign Exchange Lines, and Cincinnati Bell Official Accounts.

These surcharges will appear on customers' bills as a single line item titled "Relay/TAP Service Surcharge."

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911 EMERGENCY NUMBER SERVICES

A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911 Service) - PSAPS

1. General

Enhanced Universal Emergency Number Service, also referred to as E911 service or E911, is a telephone exchange communication service through which a Public Safety Answering Point (PSAP) designated by the E911 customer may receive telephone calls dialed to the telephone number 911. E911 service includes lines, equipment and software necessary for the answering, transferring and dispatching of public emergency telephone calls originated by persons within the serving area who dial 911.

E911 Service is offered subject to availability of facilities.

The E911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The E911 customer may be legally authorized or required to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for police, fire, ambulance, rescue, medical or other emergency services within the telephone central office areas arranged for 911 calling.

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## 911 EMERGENCY NUMBER SERVICES

## A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911 Service) - PSAPS (Continued)

## 2. Definitions

## a. Additional E911 Exchange Line

Additional terminating line at a PSAP that may be ordered by the E911 customer as an optional feature.

## b. Alternate Routing (AR)

A feature provided to allow 911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP are busy, or (2) the primary PSAP closes down for a period (night service).

## c. Automatic Location Identification (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined below) may be forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

## d. Automatic Number Identification (ANI)

A feature by which the calling party's telephone number is forwarded to the E911 control office and to the PSAP's Display and Transfer Units.

## e. Data Management System (DMS)

A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features.

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## 911 EMERGENCY NUMBER SERVICES

## A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911 Service) - PSAPS (Continued)

## 2. Definitions (Continued)

## f. Default Routing (DR)

A feature activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from an E911 facility group to the control office to a default PSAP. Each incoming E911 facility group to the control office is assigned to a designated default PSAP.

## g. Display and Transfer Unit

A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position and used by the attendant to activate Fixed and/or Selective Transfer functions.

## h. End Office

The central office(s) in the E911 system which receive originating 911 calls.

## i. Enhanced 911 (E911) Control Office

The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard ESS speed calling features, call transfer capability and certain maintenance functions for each PSAP.

## j. Enhanced 911 Service Area

The geographic area in which the E911 customer will respond to all 911 calls and dispatch appropriate emergency assistance.

## k. Fixed Transfer

A feature which enables a PSAP attendant to transfer incoming 911 calls to secondary PSAPs by use of a single button on the Display and Transfer Unit.

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## 911 EMERGENCY NUMBER SERVICES

## A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911 Service) - PSAPS (Continued)

## 2. Definitions (Continued)

## l. Forced Disconnect

A function of the E911 central office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E911 exchange lines.

## m. Manual Transfer

A feature that enables the PSAP attendant to transfer an incoming call by depressing the switch hook of the associated telephone or the "add" button on the Display and Transfer Unit and dialing either a 7 digit or 10 digit telephone number or a 2 digit Speed Calling code.

## n. Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees of public safety agencies such as police, fire or emergency medical personnel, or by employees of a common bureau serving a group of such entities.

## o. Selective Routing (SR)

A feature that routes a 911 call from the E911 control office to the designated primary PSAP based upon the identified number of the calling party.

## p. Selective Transfer

A feature providing persons at the PSAP the ability to transfer an incoming call to another agency by depressing a single button labeled with the type of agency, e.g., "Fire," on the Display and Transfer Unit.

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911 EMERGENCY NUMBER SERVICES

A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911 Service) - PSAPS (Continued)

2. Definitions (Continued)

q. Serving Central Office

The central office from which a PSAP, either primary or secondary, is served.

r. Universal Emergency Number Service

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. These calls are answered at PSAPs established and operated by the E911 customer. The lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls are included.

s. Universal Emergency Number Service Customer (E911 Customer)

A municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls including police, fire, ambulance, rescue and medical service.

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## 911 EMERGENCY NUMBER SERVICES

## A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911 Service) - PSAPS (Continued)

## 3. Rules and Regulations

This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. Only one E911 service will be provided within any government agency's locality.

The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in this tariff or the Company's Local Telephone Service Agreement - Kentucky.

The service is furnished to an E911 customer only for the purpose of receiving reports of emergencies from the public.

E911 Service is classified as nonresidence exchange service and is arranged for one way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.

E911 Service is provided solely for the benefit of the E911 customer operating the PSAP. The provision of E911 Service by the Company is not to be interpreted, construed, or regarded, either expressly or by implication, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the E911 customer.

The Company furnishes the use of its facilities to enable the E911 customer's personnel to answer and forward 911 calls at the PSAP.

Any terminal equipment used in conjunction with E911 Service, whether the equipment is provided by the Company or the E911 customer, must be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the ANI feature as the source of an in-progress call.

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## 911 EMERGENCY NUMBER SERVICES

## A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911 Service) - PSAPS (Continued)

## 3. Rules and Regulations (Continued)

E911 information consisting of the names, addresses and telephone numbers of calling parties whose listings are not published in directories or listed in Directory Assistance offices is confidential. The E911 calling party forfeits the privacy afforded by non-address and non-published service to the extent that the telephone number, address and name associated with the originating station location may be furnished to the PSAP on a call by call basis only for the purpose of responding to emergency calls.

Due solely to the technology of the Company network portion of the E911 system, E911 information may be transmitted to E911 customers on calls that are not classified as emergency calls. In the circumstance of the inadvertent disclosure of such information, the E911 customer will not utilize or disclose such information.

Central offices which are not currently equipped to transmit ANI will not be modified to provide ANI only for the purposes of E911 Service. In such circumstances, default routing and central office identification will be provided in lieu of selective routing and ANI display.

The Company will have no liability to any person in connection with E911 service. The Company and its officers, directors, employees and agents are not liable in damages in a civil action for injuries, death or loss to persons or property incurred by any person resulting from the Company's, its officers', directors', employees' or agents' participation in or acts or omissions in connection with such participation in a 911 system, as defined therein.

The rates charged for E911 service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake this responsibility. The E911 customer will make whatever operational tests are, in the judgment of the E911 customer, required to determine whether the system is functioning properly for its use. The E911 customer must promptly notify the Company in the event the system is not functioning properly.

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## 911 EMERGENCY NUMBER SERVICES

## A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911 Service) - PSAPS (Continued)

## 3. Rules and Regulations (Continued)

Each E911 customer agrees to release, indemnify, defend and hold harmless the Company and its directors, officers, employees and agents, from any or all loss, claims, demands, suits or other action, or any liability whatsoever (including attorneys' fees), whether suffered, made, instituted or asserted by the E911 customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss to persons or property, whether owned by the E911 customer or others.

The E911 customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of E911 service features and the equipment associated with it, or by any services furnished by the Company in connection with E911 service, including but not limited to the identification of the telephone number, address or name associated with the telephone used by the calling party or parties accessing E911 service under the terms of this tariff, and which arise from the acts of the E911 customer, its agencies or municipalities, or the employees or agents of any of them.

The Company's intent will be to provide at least the same level of service reliability and quality as the telephone service being provided in the exchanges where E911 service is offered.

Because the Company's serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the E911 customer to make arrangements to handle all E911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the E911 customer's public safety jurisdiction.

Application for E911 Service must be executed in writing by each E911 customer. Execution of an Agreement for Implementation of Enhanced 911 Emergency Telephone Service will constitute such application.

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911 EMERGENCY NUMBER SERVICES

A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911 Service) - PSAPS (Continued)

3. Rules and Regulations (Continued)

The E911 customer must furnish to the Company its agreement to the following terms and conditions:

That all E911 calls will be answered on a 24 hour day, seven day week basis.

That the E911 customer has responsibility for dispatching the appropriate emergency service vehicles within the E911 service area, or will undertake to transfer all E911 calls received to the public safety agency with responsibility for dispatching such services, to the extent that those services are reasonably available.

That the E911 customer will develop an appropriate method for responding to 911 calls which may be directed to the E911 PSAP by calling parties.

That the E911 customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.

That the E911 customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming E911 lines recommended by the Company to be installed.

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## 911 EMERGENCY NUMBER SERVICES

## A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911 Service) - PSAPS (Continued)

## 3. Rules and Regulations (Continued)

The E911 customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, ambulance, rescue and medical service agencies or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided by the Company for each unique combination. The E911 customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESNs will reside in the Data Management System (DMS) and the E911 control office. The ESN will be used by the E911 Control Office to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 serving area. The following terms define the E911 customer's responsibility in providing this information:

Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria must be furnished to the Company by the E911 customer before the effective date of service.

After establishment of service, it is the E911 customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance, rescue and medical or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP.

The Company annually will provide to the E911 customer a complete written copy of the master address file to permit the E911 customer to verify accuracy of the police, fire, and ambulance, rescue and medical PSAP routing designations.

Changes, deletions and additions which the E911 customer desires to have made in the master address file should be submitted in writing when they occur.

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911 EMERGENCY NUMBER SERVICES

A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911 Service) - PSAPS (Continued)

3. Rules and Regulations (Continued)

Government agencies that provide their own stand-alone E911 service will be furnished database information from the Company in a mutually agreed format under the following conditions:

E911 information consisting of the names, addresses and telephone numbers of calling parties whose listings are not published in directories or listed in Directory Assistance offices is confidential. The E911 calling party forfeits the privacy afforded by non-published service to the extent that the telephone number, address and name associated with the originating station location may be included in the data base information furnished to the government agency E911 provider exclusively for the purpose of responding to emergency calls.

The E911 provider shall enter into a confidentiality agreement with the Company that prohibits them from using the database information for any purpose other than the provision of E911 service.

The E911 provider shall defend and indemnify the Company for any claims brought where it is alleged that the database was used for any reason shall defend and indemnify the Company for any claims brought where it is alleged that the database was used for any other purpose other than the provision of E911 service.

All costs incurred by the Company, both initially and ongoing, in the establishment and maintenance of the E911 database including the customer notification process will be the responsibility of the E911 provider.

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## 911 EMERGENCY NUMBER SERVICES

## A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911 Service) - PSAPS (Continued)

## 4. Service Features

E911 service includes the following service features:

- Alternate Routing
- Automatic Number Identification
- Automatic Location Identification
- Central Office Transfer Arrangements
- Default Routing
- Forced Disconnect
- Selective Routing
- Speed Calling

The Service Feature offerings include provision of E911 exchange lines to all primary PSAPs and to secondary PSAPs which are equipped to display ANI information on Company or customer provided PSAP equipment. The number of lines to a PSAP will be determined by the Company, based upon anticipated call volumes. Secondary PSAPs which do not meet these specifications will receive calls on a transfer basis over the exchange network, or the E911 customer may subscribe for an additional E911 Exchange Line.

PSAP equipment, designed for use with key telephone systems and automatic call distributor systems, is unregulated and may include:

ANI Display and Transfer equipment consisting of a microprocessor controlled, stored program system capable of serving up to fifteen incoming E911 lines and fifteen Display and Transfer Units.

ALI equipment providing retrieval of the calling party's address from a data base and its display on units located at attendant positions. A maximum of fifteen display units may be installed per system.

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## 911 EMERGENCY NUMBER SERVICES

## A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911 Service) - PSAPS (Continued)

## 5. Rates and Charges

## a. 911 Subscriber Charge

Company subscribers that are served within the area covered by an E911 System shall pay a monthly rate for the provision of E911 Service. This rate shall be computed by dividing the total monthly rate billed to the E911 customer (municipality) by the total number of residence and nonresidence access lines, or their equivalent, within the area served (rounded up to the nearest cent). This rate shall be collected on an individual access line basis limited to a maximum of twenty five (25) lines per account.

## b. Service Features

	<u>Initial Charge</u>	<u>Monthly Rate</u>
1. Combined Automatic Number and Location Identification and Selective Routing per 1000 access lines served	4,620.00	115.00

Note: Rounded to the nearest 1000 access lines. This count is based upon the maximum number of the above stated access lines in service during the most current twelve month period at the time service is established. This count will be adjusted annually to update customer billing, with the applicable twelve month period being the calendar year.

2. Additional (optional) E911 Exchange Line terminating at PSAP, each	1,040.00	120.00
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911 EMERGENCY NUMBER SERVICES

A. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911 Service) - PSAPS (Continued)

5. Rates and Charges (Continued)

c. Messages

The calling party is not charged for calls placed to the 911 number on a call-by-call basis.

Charges for messages transferred over exchange facilities from a PSAP are billed according to rates applicable from the central office serving the PSAP initiating the transfer to the point of termination of the transfer.

d. Moves or Changes

Charges for customer requests which necessitate additions, removals, moves or changes of access facilities and/or equipment on Company premises will be based upon costs per request.

Installation of additional network or other facilities to maintain a satisfactory grade of service such as described in this section will be provided by the Company at no additional charge to the customer.

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## 911 EMERGENCY NUMBER SERVICES

## B. WIRELESS EMERGENCY NUMBER SERVICE ACCESS (W-ENSA)

## 1. Service Description

Wireless Emergency Number Service Access (W-ENSA) is a service which allows Wireless Telecommunications Carriers ("Carriers") to use the facilities and databases of the Company. The Company's facilities and databases may be used only when the Company is the 911 service provider and only when the facilities and databases are necessary in the provisioning of Universal Emergency Number/911 Telecommunications Service.

W-ENSA includes the conditioning of Carrier-obtained or Carrier-provided transport facilities from the interconnection point, routing such facilities to the appropriate 911 Selective Routing Switch, access to 911 Telecommunications Service features and the coordination of initial loading, updating and maintaining of the Carrier's customer information in the Company's databases.

When a carrier subscribes to W-ENSA, the Company will deliver the wireless subscriber's call back number associated with the call to a designated Public Safety Answering Point ("PSAP"). In addition, the Company will forward the Pseudo Automatic Number Identification ("pANI") and/or associated tower/cell sector information (associated with the call) to the same PSAP.

Universal Emergency Number 911 Telecommunications Service is available to Carriers via one or a combination of service features subscribed to by the Universal Emergency Number 911 Telecommunications Service subscriber.

Wireless Carriers will gain access (or connect) to the 911 network by using dedicated trunks with Switching System Seven (SS7) signaling. W-ENSA also requires the Wireless Carriers use one of the following interfaces for connectivity:

- A carrier-provided Service Control Point (SCP) (digital connection); or
- A carrier-provided protocol converter (analog connection)

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## 911 EMERGENCY NUMBER SERVICES

## B. WIRELESS EMERGENCY NUMBER SERVICE ACCESS (W-ENSA) (Continued)

## 2. Definitions

These definitions are in addition to the definitions in part A.2 of this section.

## a. 911 Selective Routing Switch

A central office providing tandem switching capability for 911 calls. It controls switching of ANI information to the PSAP and also provides the Selective Routing function, Speed Calling features, Call Transfer capability and certain maintenance functions for each PSAP.

## b. Call-Associated Signaling (CAS) Solution

The CAS solution passes all information through the signaling network. SS7 is required from the Mobile Telephone Switching Office (MTSO) to the E911 Tandem Switch. Both the Cell Site telephone number, or the pseudo-ANI, and the mobile directory number (MDN) are passed through the SS7 network. However, in some cases the mobile identification number (MIN) may be passed through the SS7 network instead of the MDN.

## c. Call Sector ID

An alphanumerical code representing information about a wireless tower and the direction of the transmitter face.

## d. Callback Number (CBN)

The wireless caller's 10-digit handset telephone number. The CBN is used by the PSAP to reestablish a call in the event the call was prematurely disconnected.

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## 911 EMERGENCY NUMBER SERVICES

## B. WIRELESS EMERGENCY NUMBER SERVICE ACCESS (W-ENSA) (Continued)

## 2. Definitions (Continued)

## e. Commercial Mobile Radio Service Carrier/Wireless Telecommunications Carrier (Carrier)

A provider of wireless telecommunications services (including Paging services), for whom access to facilities and databases required to provide 911 service is required by the Telecommunications Act of 1996, and the regulations of the Federal Communications Commission.

## f. Mobile Directory Number (MDN) or Mobile Identification Number (MIN)

The call back number associated with a wireless telephone.

## g. Mobile Switching Center (MSC)

The wireless equivalent of a Central Office, which provides switching functions for wireless calls. The MSC is not provided by and is not the responsibility of the Company.

## h. Non-Call-Associated Signaling (NCAS) Solution

The NCAS solution passes a pANI through the signaling network and additional information through a data network.

## i. Pseudo Automatic Number Identification (p-ANI)

A number, consisting of the same number of digits as ANI, that is not a North American Numbering Plan telephone directory number and may be used in place of an ANI to convey special meaning. The special meaning assigned to the p-ANI is determined by agreements, as necessary, between the system originating the call, intermediate systems handling and routing the call, and the designation system. The pANI identifies the destination PSAP, or location of the base station or cell site through which a mobile call originates.

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## 911 EMERGENCY NUMBER SERVICES

## B. WIRELESS EMERGENCY NUMBER SERVICE ACCESS (W-ENSA) (Continued)

## 3. Terms and Conditions

W-ENSA is available to Carriers only for use in the provision of Universal Emergency Number 911 Telecommunications Service. W-ENSA will be provided to the extent required by the Telecommunications Act of 1934, as amended by the Telecommunications Act of 1996 (“the Act”), 47 USC Section 151 and the rules and regulations of the Federal Communications Commission and the Kentucky Public Service Commission.

The Regulations found in Section 2 of this tariff apply unless otherwise specified in this section of the tariff. The term “customer”, when used in this section of the tariff, is the equivalent of the term “telecommunications carrier” as defined by the Act and used in this Section.

When requested by a carrier, the Company will provide W-ENSA enabling the nondiscriminatory use of the Company’s facilities and databases, equal in quality to that provided to itself, facilitating the provision of service to the Universal Emergency Number 911 Telecommunications Service customer. In the event facilities are not available, the Company will administer the installation of facilities and provide W-ENSA upon availability.

This service is limited to accommodating the use of the Company facilities required to furnish central office telephone number 911 as the universal emergency telephone number.

The Company will coordinate with the Carrier, provision of transport capacity sufficient to route originating 911 calls from the Carrier’s interconnection point to the designated 911 Selective Routing Switch.

The Carrier must provide a minimum of two dedicated channels from the point of interconnection, to the 911 Selective Routing Switch for the provision of 911 service.

When the Carrier forwards the pANI information of the calling party to the 911 Selective Routing Switch and the pANI/MDN pair to the ALI database, the Company will forward the wireless subscriber’s call back number and cell site/cell sector identification information to the PSAP for display.

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## 911 EMERGENCY NUMBER SERVICES

## B. WIRELESS EMERGENCY NUMBER SERVICE ACCESS (W-ENSA) (Continued)

## 3. Terms and Conditions (Continued)

The Company is not liable for the accuracy and content of 911 record data delivered by the Carrier. The Carrier is responsible for maintaining the accuracy and contents of all data that it delivers to the Company.

The Company shall assess a fee for database-related errors delivered by the Carrier which exceed established thresholds as defined in any applicable agreement or by law, whichever requires a greater degree of accuracy.

The Carrier, as a condition of service, agrees to abide by all confidentiality and non-disclosure requirements, as defined in any applicable agreement or by law.

The Carrier agrees to provide the Company with all information required to design and implement W-ENSA service when ordered. The information will be provided in the format prescribed by the Company, initially and on an ongoing basis. The installation of initial or subsequent 911 facilities required to maintain applicable Company service standards will be accommodated at a charge to the Carrier. It is the responsibility of the Carrier to monitor circuits for the purpose of determining network traffic volumes and of failures as prescribed in applicable agreements or by law.

The charges for W-ENSA Service do not include the inspection or monitoring of the carrier's facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The Carrier shall be responsible for making such operational tests as, in the judgment of the carrier, are required to determine whether the facility is functioning properly for its use. The carrier shall promptly notify the Company in the event that their facilities are not functioning properly.

Notwithstanding anything to the contrary contained herein, the Company's liability to the requesting Carrier and any third person shall be limited to the maximum extent permitted by Applicable Law. Under no circumstances shall the Company incur any liability, direct or indirect, to any person on whose behalf a 911 call is made. The Company will not be liable to the Carrier or its customers, for any failure with respect to the completion of emergency calls made to an Operator.

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911 EMERGENCY NUMBER SERVICES

B. WIRELESS EMERGENCY NUMBER SERVICE ACCESS (W-ENSA) (Continued)

3. Terms and Conditions (Continued)

If applicable, the 911 calling party forfeits the privacy afforded by Non-Public, Non-Address, Non-List, or private list Service to the extent that the name, telephone number, address and language, medical, and disability information associated with the originating station location are furnished to the PSAP.

The Carrier is responsible for provision of Universal Emergency Number 911 Telecommunications Service in accordance with the terms and conditions as prescribed in the Company's tariffs, applicable laws and state regulations.

The Carrier shall be responsible for the payment of all charges billed by the Company for the Provision of W-ENSA as prescribed in this tariff, by law, and/or any applicable agreement with the Carrier. The Company shall not be liable for disconnection for nonpayment of applicable charges, resulting from the Carrier's provision of Universal Emergency Number 911 Telecommunications Service.

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911 EMERGENCY NUMBER SERVICES

B. WIRELESS EMERGENCY NUMBER SERVICE ACCESS (W-ENSA) (Continued)

4. Features

a. 911 Selective Routing Switch Administration

Establishment and maintenance of control tables within designated 911 Selective Routing switches to support interconnection and call processing.

b. ANI/ALI/SR

911 call transport delivery of ANI or pANI, ALI and selective routing to an authorized PSAP.

c. W911 Service Establishment

All activities required for Company personnel to plan, design and establish 911 service from a Mobile Switching Center (MSC) to a Telephone Company 911 Selective Routing Switch, where the call will be delivered to a PSAP (where the Company is the 911 service provider to such PSAP.) The pANI will be routed to the 911 Selective Router and the Telephone Company will route the call to the PSAP.

d. Database Management:

911 database provisioning to support transfer of Carrier 911 telephone number records, and associated updating, receipt verification, storage, and record transfer for Carrier correction.

e. ALI Database Port Connectivity

Initial data port assignment to ALI databases for termination of an analog or digital data circuit, and associated ongoing maintenance.

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## 911 EMERGENCY NUMBER SERVICES

## B. WIRELESS EMERGENCY NUMBER SERVICE ACCESS (W-ENSA) (Continued)

## 5. Technical References

Carriers ordering W-ENSA are responsible for obtaining or providing facilities and equipment that are compatible with the Company's network. Wireless Carriers must meet the following interface specifications as described below.

<u>Subject</u>	<u>Technical Reference</u>
Commercial Mobile Radio Service Providers Interconnection Standards	GR-145-CORE

## 6. Rates and Charges

Dedicated facilities are required for the transport of 911 calls from the Carrier's serving end office or collocation point to the Company's designated 911 Selective Routing Switch. A minimum of one dedicated DS1 is required to each designated Company 911 Selective Routing Switch although not all channels may be activated. In a SS7 environment, trunking to a tandem switch may be required.

These prices include W-ENSA baseline services where the Carrier is utilizing a third party agent for the following:

Coordination of pANI loading related to the signal control point (SCP)

Traffic engineering

Development of tower cell face or PSAP coverage area

Development of technologies beyond the Cincinnati Bell Telephone Company 911 Network

If Carrier is not utilizing a third party agent for these functions, the Company's prices to perform these functions will be determined on a case-by-case basis.

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## 911 EMERGENCY NUMBER SERVICES

## B. WIRELESS EMERGENCY NUMBER SERVICE ACCESS (W-ENSA) (Continued)

## 6. Rates and Charges (Continued)

<u>Service Elements</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. W-ENSA Service Establishment		
Per Selective Routing Switch, Per 1000 Access Lines/Numbers	2,815.83	109.77
Per DS1	See High Capacity Service Rates in Kentucky Access Tariff PSCK No. 2 for current charges	
Per Voice Grade Channel (4-Wire Only)	See Voice Grade Service Rates in Kentucky Access Tariff PSCK No. 2 for current charges	
b. Wireless Data Interface		
Voice Grade Analog Access Circuit	See Voice Grade Service Rates in Kentucky Access Tariff PSCK No. 2 for current charges	
Digital Data Service Access Circuit, 56 Kbps	See High Capacity Service Rates in Kentucky Access Tariff PSCK No. 2 for current charges	
c. ANI/ALI/SR and Database Management, Per 100 pANI record, rounded up to the nearest 100	628.00	7.00
d. 911 Selective Routing Switch Administration per NXX	195.00	15.00
e. ALI Database Port Connectivity per redundant pair	None	200.00

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## 911 EMERGENCY NUMBER SERVICES

## B. WIRELESS EMERGENCY NUMBER SERVICE ACCESS (W-ENSA) (Continued)

## 6. Rates and Charges (Continued)

<u>Service Elements</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
f. Production of Electronic ASCII File	71.00	None
g. Establish Non-Call Associated Signaling	10,000.00	None
h. Establish Call-Associated Signaling	Provided and priced on an individual case basis.	

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911 EMERGENCY NUMBER SERVICES

C. PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION SERVICE (PS/ALI)

1. General

Private Switch Automatic Location Identification Service (PS/ALI) allows a Private Branch (PBX) switch located on a customer's premises to be trunked directly into an E911 tandem office, delivering the number and location of the PBX end user to the appropriate Public Safety Answering Point (PSAP).

PS/ALI is available with Primary ISDN PRI.

2. Regulations

PS/ALI is furnished subject to the availability of facilities.

Automatic Number Identification (ANI) which is passed to the Company's E911 tandem office by the PBX switch is read, processed and utilized in the manner as if it is provided by any other serving end office in the Company's E911 system.

The emergency agency serving the area may also be involved in order to update the Master Street Address Guide (MSAG) and to determine the method in which emergency calls from PS/ALI locations will be handled.

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911 EMERGENCY NUMBER SERVICES

C. PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION SERVICE (PS/ALI) (Continued)

2. Regulations (Continued)

The following specifications must be met when provisioning this service:

Subscribers to PS/ALI must meet all Company specifications and requirements for the service.

The PBX switch must be able to transmit ANI using multi-frequency signals. This may require new PBX switches or the retro-fitting of existing PBX switches with interfaces which will work with the Company's E911 system.

The PBX switch owner/operator must supply the Company with the initial telephone number-to-address data as well as periodic updates.

The PBX switch must employ Direct Inward Dial (DID) numbers.

It will be the responsibility of the vendor or PBX operator to maintain the data pertaining to each extension operating under such system.

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## 911 EMERGENCY NUMBER SERVICES

## C. PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION SERVICE (PS/ALI) (Continued)

## 2. Regulations (Continued)

The PBX switch owner/operator must install or dedicate a minimum of two private E911 local channels, lines or trunks with the following specifications:

This voice grade local channel provides for a communications path between the demarcation point at the customer premises and the serving wire center of that premises.

The PBX owner/operator is responsible for determining that their equipment is compatible with this local channel.

Supervision on the PS/ALI local channels will be loop reverse battery. The battery source is located in the Company's serving wire center and will be a nominal -48V (-42.75 to -56.5V dc).

The PBX will signal an off hook (or seizure) by providing a loop closure across tip and ring with a maximum resistance of 670 ohms. The Company's serving wire center will instruct the PBX to forward the calling station's number (ANI) information by a battery reversal wink.

Additional regulations may be applicable as described in other sections of the Company's tariffs or service agreements.

Specific network interfaces may be required.

This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for PS/ALI. The provision of PS/ALI service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.

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## 911 EMERGENCY NUMBER SERVICES

## C. PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION SERVICE (PS/ALI) (Continued)

## 2. Regulations (Continued)

The rates charged for PS/ALI service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational test as, in the judgment of the customer, as required to determine whether the service is functioning properly for its use. The customer shall promptly notify the Company in the event the service is not functioning properly.

The Company's entire liability to any person for the interruption of failure of PS/ALI shall be limited to the terms set forth in this section, other sections of this tariff, and the Company's service agreements. The Company shall neither be liable for damages resulting from or in connection with its provision of PS/ALI to any customer subscribing to PS/ALI or any person assessing or using PS/ALI, and nor shall the Company be liable for its provision of any telephone number, address, or name to any entity providing 911 service or to a public safety answering point, unless the Company acted with malicious purpose or in a manner exhibiting wanton and willful disregard of safety or property in providing such services.

Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, or for any infringement or invasion of the right or privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of PS/ALI features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, or by any services which are or may be furnished by the Company in connection therewith, including but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties assessing 911 services using PS/ALI hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them.

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## 911 EMERGENCY NUMBER SERVICES

## C. PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION SERVICE (PS/ALI) (Continued)

## 2. Regulations (Continued)

When an order for PS/ALI and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are canceled in whole or in part, the customer may be required to reimburse the Company. However, such reimbursements to the Company are not to exceed charges which would apply if the work involved in complying with the request had been completed.

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the monthly charges involved will be allowed as covered by this tariff and/or the Company's service agreements.

In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the tariff, service agreement, or contract rate for the service or facilities provided to the customer for the time interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.

For Risk Management purposes, the Company strongly recommends that all DID and DID type numbers assigned to the PS/ALI service subscriber be listed in the 911 Database. If the Customer does not include all their numbers in the 911 Database, the Customer's PBX must block the number from entering the 911 network as the point of origination of a 911 call. If a number not included in the 911 Database appears in the Company's 911 system as the point of origination of a 911 call, the Customer will be billed for the time and material used by the Company to investigate the call.

PS/ALI may be transferred to a new subscriber at the same location upon prior written concurrence by the new subscriber.

When the PBX owner/operator moves service, nonrecurring charges apply as are appropriate.

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## 911 EMERGENCY NUMBER SERVICES

## C. PRIVATE SWITCH AUTOMATIC LOCATION IDENTIFICATION SERVICE (PS/ALI) (Continued)

## 3. Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. To Activate Service and Provide Access to 911 with Secure ID Card, Per Arrangement, per Customer	1975.00	N/A
b. Record Entry and Maintenance Service, Per Telephone/DID Number and/or pANI record added to 911 Database.	N/A	0.12

Note: The Customer will be billed on an individual-case-basis for the time of Company personnel, facilities, and materials expended to investigate 911 calls that appear in the 911 System as calls originating from numbers assigned to the Customer but not included in the 911 Database, as described in this section.

The subscriber to PS/ALI Service must also subscribe to a minimum of 2 lines, trunks or channels that are dedicated to carrying 911 calls only. These lines, trunks or channels may only be used to route calls to the 911 network. The lines, trunks or channels are to be billed at the normal tariff or service agreement rate and ordered with the standard USOC for such service.

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811 SERVICE

A. GENERAL

811 Service is a three-digit local dialing arrangement that allows local exchange end users to reach a state service center that provides advance excavation notice services. The 811 code was assigned, pursuant to Federal Communications Commission (FCC) Order in CC Docket 92-105, to provide a one call system (“call before you dig” service) for excavators and the general public to notify facilities operators in advance of excavation activities. The Company provides the routing for calls made to 811 to the service center. The Company does not operate the 811 Service center.

Certain equipment, such as coin telephones and PBXs, may require special programming to allow 811 calling.

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811 SERVICE

B. TERMS AND CONDITIONS

811 service can only be accessed for calls originating on the Company's network, either from end user customers who directly purchase the Company's service or from customers of other LECs that resell the Company's services.

811 calls cannot be placed using 1+ calling, 0+ calling, 0-Operator Assisted Calling, or 101XXXX calling.

The Company will make every effort to route 811 calls to the appropriate service center. The Company's only obligation under 811 Service is to attempt to transmit the call to the appropriate service center. However, the Company will not be held responsible for routing mistakes, service interruptions, or other intervening acts that may interfere with telephone service and/or completion of the call.

The Company is not responsible for redirecting or otherwise handling 911 and other calls misdialed or misrouted as 811 calls. The 811 Service center is responsible for developing an appropriate method for responding to 811 calls placed in error or due to customer confusion.

The Company's provision of 811 Service shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward, or any right of action on behalf of, any third person or legal entity including end users of the Company or any other carriers or service providers.

The Company's liability with respect to 811 Service, including damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities provided by the Company, shall be limited to the terms set forth in Section 2, Part B of this tariff.

There is no charge for 811 Service.

811 calls will not result in local measured service usage charges.

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## 211 COMMUNITY INFORMATION AND REFERRAL SERVICES

## A. DESCRIPTION

211 Community Information and Referral Service (211) is a local telephone exchange communications service that allows local exchange end users to reach the 211 service provider (customer) by dialing only the abbreviated dialing code two-one-one (2-1-1)

211 Service is an intelligent routing service that determines the central office serving the calling party, converts the 211 dialed digits to a Routing Telephone Number (RTN), and then uses the RTN to complete the call over the Public Switched Network to a call center designated by the 211 Service customer.

211 Service is an optional service that may be purchased only by Approved Community Information and Referral Service Providers (Provider) for use in providing community information and referral services to the public by way of voice grade facilities.

211 Service calls cannot be placed from the following types of services:

1. 1+ and 0+ Calling
2. 0-operator Assisted Calling
3. 101XXXX Calling

Certain equipment, such as coin telephones and PBXs, may need special programming to allow 211 calling.

All 211 Service abbreviated dialing code calls shall be local in nature and shall not result in any IntraLATA toll, InterLATA toll, or pay-per-use charges to Telephone Company subscribers. 211 Service calls will not result in local measure service charges where Telephone Company subscribers' service plans include such charges as part of their local exchange service.

## B. TERMS AND CONDITIONS

The Approved Community Information and Referral Service Provider shall make written application for 211 Service to the Telephone Company. The application shall identify all central offices where the provider seeks to offer 211 Service. The Approved Community Information and Referral Service Provider may establish 211 Service in all, some, or none of the Telephone Company's central offices. However, the Telephone Company generally will not provide 211 Service to only a portion of a central office. Generally 211 Service must be provided throughout the entire central office area. Because telephone central office boundaries do not necessarily match the boundaries used by an Approved Community Information and Referral Provider, providing 211 Service for the entire area served by a central office may result in the Approved Community Information and Referral Service Provider receiving calls from geographical areas it does not serve.

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## 211 COMMUNITY INFORMATION AND REFERRAL SERVICES

## B. TERMS AND CONDITIONS (Continued)

The 211 Service Application must include:

1. Acknowledgement that a new application is required if the Approved Community Information and Referral Service Provider desires to change the telephone number to which the 211 abbreviated dialing code is translated.
2. The location(s) of the Approved Community Information and Referral Service Provider call center(s) where the 211 calls made from the Telephone Company's exchange(s) will be routed.
3. Acknowledgement that the PSCK's assignment of the 211 abbreviated dialing code may be recalled at any time.

When the Approved Information and Referral Service Provider makes an application for 211 Service in a Telephone Company central office, the Approved Information and Referral Service Provider shall supply the Telephone Company with a ten (10) digit telephone number for terminating the 211 calls. The Telephone Company will configure its network so that all 211 calls within the central office being served are routed to the provided telephone number. This number must terminate within the local calling area of the wire center being served, or otherwise provide for toll free calling to the Provider. If the Provider desires to route calls outside the local calling area of the wire center being served, the Approved Information and Referral Service Provider shall establish foreign exchange service, a toll free telephone number, e.g. an 800 number, or other means to complete the call without charge to the customer placing the 211 call.

The Telephone Company will route 211 Service calls originating from end users on its local exchange network whether the end users purchase service directly from the Telephone Company or from another Local Exchange Carrier (LEC) reselling Telephone Company service.

The Telephone Company can only make 211 Service available to end users who are located within the Telephone Company's service area and who are connected to the Telephone Company's network. The Approved Information and Referral Service Provider must make arrangements with the appropriate service provider(s), e.g. other LECs or wireless providers, to establish 211 calling for end users located in areas outside the Telephone Company's serving area or on other networks, e.g. CLEC or wireless networks.

211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any services offered by the Telephone Company. One path is available for each line subscribed to by the Approved Information and Referral Service Provider.

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## 211 COMMUNITY INFORMATION AND REFERRAL SERVICES

## B. TERMS AND CONDITIONS (Continued)

211 Service does not provide calling number information to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to a compatible Caller ID service as described in Cincinnati Bell's Service Agreements.

The Approved Information and Referral Service Provider shall develop an appropriate method for responding to 211 Service calls placed in error or due to customer confusion.

The Approved Information and Referral Service Provider shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission in rulemaking proceedings CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 211 abbreviated dialing code in the event of a national assignment contrary to that made by the PSCK.

The Approved Information and Referral Service Provider shall be liable for and shall indemnify, protect, defend and hold harmless the Telephone Company against all suits, actions, claims, demands, and judgments, plus any expenses and counsel fees incurred by the Telephone Company on account thereof, whether suffered, made, instituted, or asserted by the Approved Information and Referral Service Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the Approved Information and Referral Service Provider or others, arising out of or resulting directly, or indirectly, from the 211 Service.

211 Service is provided solely for the benefit of the Approved Information and Referral Service Provider. Provision of 211 Service by the Telephone Company shall not be interpreted, constructed, or regarded, either expressly or implied, as being for the benefit of creating any Telephone Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.

The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements, or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

In an emergency situation as determined by the Telephone Company, the Telephone Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

A minimum service period of one month applies to 211 service.

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## 211 COMMUNITY INFORMATION AND REFERRAL SERVICES

## C. OBLIGATIONS AND LIABILITY OF THE TELEPHONE COMPANY

The Telephone Company shall provide 211 Service within thirty (30) days of receipt of the Approved Information and Referral Service Provider's completed application(s) for service.

The Telephone Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider's established call centers.

When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Telephone Company cannot guarantee the completion of the 211 Service call, the quality of the call, or any features that may otherwise be provided with 211 Service.

The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in service, nor does the Telephone Company undertake such responsibility. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Telephone Company's facilities are functioning properly for the Provider's use. The Approved Information and Referral Service Provider shall promptly notify the Telephone Company in the event it believes that the Telephone Company's facilities are not functioning properly.

The liability of the Telephone Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failure or defects in any facility furnished by the Telephone Company, occurring in the course of furnishing 211 Service, or of the Telephone Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 211 Service and local exchange services for the period during which such mistake, omission, interruption, delay, error or defect in transmission, or defect or failure in facilities occurred.

The Telephone Company has no liability for losses or damages caused by the negligence of the Approved Information and Referral Service Provider.

The Telephone company's entire liability to any person for the interruption or failure of the 211 Service shall be limited to the terms set forth in this section and other sections of this tariff.

The Commission's assignment of and the Approved Information and Referral Service Provider's use of the 211 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Telephone Company shall not be liable to the Approved Information and Referral Service Provider for any damages that may be incurred or result from national assignment of the 211 abbreviated dialing code.

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## 211 COMMUNITY INFORMATION AND REFERRAL SERVICES

## D. RATES AND CHARGES

The following nonrecurring charges apply to establish and/or change 211 Service. These nonrecurring charges are in addition to any other rates and charges applicable to the associated service, equipment, and facilities used to provide 211 Service.

Service Description	Nonrecurring Rates	USOC
1. Central Office Charge, per central office equipped:	\$ 130.00	WZEJ1
2. Routing Telephone Number Change Charge, per telephone number:	32.00	WZEJ2
3. Serving Arrangement Change Charge, per central office equipped:	130.00	WZEJ3

Note: The Serving Arrangement Change Charge applies to any revision to the 211 Service other than changing the Routing Telephone Number.

211 Service does not result in any additional monthly charges. Rather, the applicable monthly charges are the charges associated with the service, equipment, and facilities used to provide 211 Service. 211 Service subscribers will pay the standard rates found in this tariff or the service agreement or appropriate contract rates for the local exchange services used for transporting and terminating calls to the Approved Community Information and Referral Service Provider's call center(s).

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## DIRECTORY LISTINGS

## A. GENERAL

1. The rates and regulations specified herein for directory listings apply only to the alphabetical directory.
2. The alphabetical directory is a list of customers, and others entitled to use a customer's service under the regulations governing such use as specified in this tariff and the Company's Service Agreement, arranged alphabetically by surname, business, association, institution or other non-residence name.
3. The alphabetical directory is designed for the purpose of informing calling parties of the telephone number of customers and others listed therein. Accordingly, listings are intended solely for purposes of identification and are limited to information which is essential to such identification.
  - a. Special prominence or arrangement of names is not permitted. The listing of a service, commodity or trade name is not permitted except when such service, commodity or trade name is a part of the name under which the listed party conducts his business.
  - b. The Telephone Company may refuse a listing which does not constitute a legally authorized or adopted name, or any listing which in its opinion is likely to mislead or to deceive calling parties as to the identity of the listed party, or is intended for advertising purposes or to secure a preferential position in the directory, or is more elaborate than is reasonably necessary to identify the listed party. The Telephone Company may, upon notification to the customer, discontinue any listing found to be in violation of the foregoing regulations.
4. Directory listings must conform to the Telephone Company's specifications with respect to its directories.
  - a. The length of any listing is limited by the use of abbreviations, when in the opinion of the Telephone Company, the clearness of the listing and the identification of the listed party is not impaired thereby.
  - b. In connection with nonresidence service, a descriptive term characterizing the listed party's business or purpose in a general way is furnished (in abbreviated form) as a part of the listing, when desired. When the character of the listed party's business or purpose is apparent from the name under which it is conducted, a designation is unnecessary and is not furnished.

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## DIRECTORY LISTINGS

## A. GENERAL (Continued)

5. Listings are regularly provided in connection with all classes of exchange service except public service. At the request of the customer, the entire listing may be omitted from the directory records (Non Published and Non-List Service) or the address only may be omitted (Non Address Service). However, such requests are discouraged by the Telephone Company.
6. Listings are of two types: Primary listings and additional listings. Supplementary material not regularly provided as part of a primary listing or an additional listing, is classified as extra line matter.
7. To be eligible for any type of additional listing, a customer must pay the appropriate monthly rate, if any, for a primary listing or its equivalent.

## B. PRIMARY LISTINGS

1. A primary listing is the listing furnished as a part of the exchange service. It includes the name of the customer, a business, purpose, or other nonresidence designation when required, the address (or Post Office Box for residence only), and the telephone number.
2. A dual name primary listing may be provided to a residence or nonresidence customer and it is comprised of a surname, two first names, an address and a telephone number. Titles, middle names, and initials may be associated with the first names. This listing may be provided for two persons who share the same surname and reside or have a business at the same address or for a person known by two first names.
3. One primary listing is furnished with each of the following services, except that when a customer has two or more nonresidence exchange access hunt lines only one primary listing is provided for the group:

Centrex Service  
Private branch exchange system  
Residence or nonresidence local exchange service  
Special Reserved Charge Toll Service

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DIRECTORY LISTINGS

B. PRIMARY LISTINGS (Continued)

4. Rates and Charges

a. Basic Local Exchange Service, each (See Note 1)

	<u>Nonrecurring Rate</u>
Primary Line	
Nonresidence	12.37
Residence	12.37

b. Nonbasic service as found in the Company's Service Agreement, each (See Note 1)

Primary Line	
Nonresidence	12.37
Residence	12.37

Note 1: The monthly rate for primary listings is included in the exchange access line rate and charge.

c. Extra line matter furnished as part of a primary listing, per line

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Residence	12.37	4.50	XLL
Nonresidence	12.37	8.50	XLL

d. The initial charge applies when establishing or changing the above directory listings except in the following cases.

1. When one or more exchange access lines are established.
2. When changing from non-published service with a monthly rate to listed service.
3. When changing from non-address service with a monthly rate to listed service.
4. When changing from non-list service with a monthly rate to listed service.

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## DIRECTORY LISTINGS

## C. ADDITIONAL LISTINGS

Additional listings are listings furnished to a customer in addition to the primary listing. Additional listings are of three general types: Regular Additional Listings, Alternate Listings, and Foreign Listings.

## 1. Regular Additional Listings

- a. Regular Additional Listings are listings which are similar to primary listings and furnished in addition thereto at the request of the customer.

Nonresidence Regular Additional Listings furnished in connection with non-residence service may be:

1. The names of partners or members, if the customer or joint user is a partnership.
2. The names of officers if the customer or joint user is a corporation or association.
3. The names of representatives or employees of the customer or joint user, also the names of individuals and firms which the customer or joint user owns or controls or is duly authorized to represent. An individual or firm is considered to be represented in business by a customer only when the customer furnishes bona fide representation and the relationship is one of principal and agent. Listings are not furnished when the representation is nominal or incidental and the party to be listed essentially is a patron, client or tenant of the customer. The furnishing of answering, secretarial or similar services is not considered to be representation.
5. Additional nonresidence listings are not permitted in connection with residence service.

## Residence

1. Regular additional listings furnished in connection with residence service may be the names of members of the family, or others, residing in and part of the customer's household. Additional residence listings also are furnished for permanent guests residing in hotels, clubs, institutional, aged or rest homes and with Centrex residence service
2. A dual name additional listing may be provided to the customer subject to the same terms and conditions as specified in B.2. preceding.

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## DIRECTORY LISTINGS

## C. ADDITIONAL LISTINGS (Continued)

Additional listings are listings furnished to a customer in addition to the primary listing. Additional listings are of three general types: Regular Additional Listings, Alternate Listings, and Foreign Listings.

## 1. Regular Additional Listings (Continued)

## b. Rates and Charges

The monthly rate for a regular additional listing begins when the information records are posted. Information records are posted when the listing is accepted or when the directory in which it will appear is issued, at the option of the customer.

## 1. Regular additional listing, each

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Nonresidence Listing	\$ 12.37	\$ 8.50	CLT
Residence Listing	12.37	4.50	RLT
Cellular Telephone	12.37	8.50	CLH
Pager	12.37	8.50	PS6
Voice Messaging	12.37	8.50	VS5

## 2. Extra line matter furnished as a part of regular additional listing at the request of the customer per line:

Nonresidence	\$ 8.50	Y6V
Residence	4.50	Y6V

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## DIRECTORY LISTINGS

## C. ADDITIONAL LISTINGS (Continued)

## 2. Alternate Listings

a. Alternate listings are supplementary listings which usually follow a primary or regular additional listing and refer a calling party to other telephone numbers under certain conditions. The alternate telephone numbers may be those of other customers, subject to their consent.

## b. Rates and Charges

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Alternate listings, per line			
Residence	\$ 12.37	\$ 4.50	FNA, LLT, NSH
Nonresidence	12.37	8.50	FNA, LLT, NSH
Cellular Telephone	12.37	8.50	FNA, LLT, NSH
Pager	12.37	8.50	FNA, LLT, NSH
Voice Messaging	12.37	8.50	FNA, LLT, NSH

## 3. Foreign Listings

a. Foreign listings are listings in an alphabetical directory of an exchange other than that in which the listed service is furnished. Foreign listings are similar to regular additional listings, except that extra line matter is sometimes required to direct the calling party in placing the call when the number cannot be dialed.

## b. Rates and Charges

	<u>USOC</u>
Same as for regular additional listings	FAL

4. The initial charge applies to listings included in paragraphs C.1, 2, and 3 above when establishing or changing these listings.

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## DIRECTORY LISTINGS

## D. NON-PUBLISHED SERVICE

## 1. General

- a. The Telephone Company undertakes without guarantee not to list the telephone numbers of non-published service in the alphabetical directories or information records available to the public. The name and address, but not the telephone number, appear on information records available to the general public.
- b. When calling the Universal Emergency Number Service (911), a customer forfeits the privacy afforded by Non-Published Service to the extent that the telephone number associated with the originating station is furnished to the Public Safety Answering Point on a call-by-call basis or in the database information furnished to stand alone E911 providers, except as described in Section 8 of this tariff, for the purpose of responding to emergency calls.

## 2. Regulations

- a. Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the customer's request to refrain from publishing his telephone number in the directory does not create any relationship or obligation, direct or indirect, to any person other than the customer.
- b. The customer indemnifies and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the disclosure of the number of a non-published service to any person.
- c. Providing the telephone number of a non-published service customer to another communications common carrier with whom the customer elects to do or does business does not constitute publication or disclosure of the number under this tariff and no liability for damages will attach to the Company as a result thereof.

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## DIRECTORY LISTINGS

## D. NON-PUBLISHED SERVICE (Continued)

## 3. Rates and Charges

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Non-Published Service, each			
Nonresidence	12.37	8.50	NPU
Residence	12.37	6.00	NPU

The initial charge applies when establishing or changing the listing except as follows:

- a. When one or more exchange access lines are established.
  - b. Where assistance is requested in stopping harassing or obscene calls and non-published service is provided for a temporary period of 30 days or less to discourage the caller.
- b. The foregoing monthly rate does not apply:
- a. To foreign exchange service where the customer is also furnished exchange service from the normal exchange.
  - b. To additional service furnished to the same customer at the same address.
  - c. Where the customer has other service listed in the same name in the alphabetical directory for the territory in which the customer is located, provided that (a) both services are of the same class or (b) the services are of different classes, and arrangements have been made that calls to the listed number will be answered at all times.
  - d. Where a customer is a permanent guest residing in a hotel or club and has an additional listing showing the telephone number included with the Primary Directory Listing furnished the hotel or club.
  - e. Where service is installed for a temporary period.
  - f. Where assistance is requested in stopping harassing or obscene calls and non-published service is provided for a temporary period of 30 days or less to discourage the caller.

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DIRECTORY LISTINGS

E. NON-ADDRESS SERVICE

1. General

- a. Non-Address Service is a directory listing option available to residence and nonresidence service customers who choose to list their name and telephone number in the alphabetical directory and/or information records available to the general public, but choose not to, or who are unable (i.e. voice mail customers) to list the address where telephone service is located.
- b. When calling the Universal Emergency Number Service (911), a customer forfeits the privacy afforded by Non-Address Service to the extent that the address associated with the originating station is furnished to the Public Safety Answering Point on a call-by-call basis for the purpose of responding to emergency calls.

2. Regulations

- a. The acceptance by the Company of the customer's request to refrain from publishing the customer's address in the directory does not create any relationship or obligation, direct or indirect, to any person other than the customer.
- b. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the address of Non-Address Service in the directory or disclosing said address to any person shall attach to the Company, and where such an address is published in the directory the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made under 3. following for such non-address service.
- c. The customer indemnifies and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the address of a non-address service or the disclosing of said address to any person.
- d. Providing the address of a Non-Address Service customer to another communications common carrier with whom the customer elects to do or does business does not constitute publication or disclosure of the address under this tariff and no liability for damages will attach to the Company as a result thereof.

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## DIRECTORY LISTINGS

## E. NON-ADDRESS SERVICE

## 3. Rates and Charges

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Non-Address Service, each			
Residence	\$ 12.37	None	NP4
Nonresidence	12.37	None	NP4

The initial charge applies when establishing or changing the listing information associated with the address. The initial charge does not apply when the Non-Address Service is set-up at the same time that the primary listing associated with the access is established.

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## DIRECTORY LISTINGS

## F. LOGO LISTINGS

## 1. General

Logo Listings are special listing arrangements that allow residential service customers to make their listing in the White Page Alpha-numeric Directory distinctive. The listings are made distinctive by captioning their listing in a logo that depicts their hobby, interest or school.

## 2. Regulations

- a. Only residential service customers may subscribe to Logo Listings.
- b. Subscribers must select from the list of logos provided by the Company. Customers are not allowed to create their own logos.
- c. Logo Listings can be purchased for primary and additional listings.
- d. Logo Listings are for the entire directory period (generally one- year). Customers requesting cancellation and/or discontinuation of the Logo Listing after the directory close deadline will be charged the rates listed In Paragraph 3. below until the new directory comes out which does not have the Logo Listing included.

## 3. Rates and Charges

- a. Subscribers will be billed a \$ 12.37 nonrecurring charge to establish the Logo Listing Service.
- b. Subscribers will also be billed a monthly charge of \$ 4.00 per Logo Listing. Subscribers may also pay for the service up front by paying \$48.00 per year. No refunds will be given in the event that the subscribers does not continue service at that address or telephone number for the total directory period.

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## DIRECTORY LISTINGS

## G. MISCELLANEOUS ELECTRONIC ADDRESS LISTINGS

## 1. General

Miscellaneous Electronic Address Listings provide listing information associated with the subscriber to the service such that the subscriber may be contacted via electronic (computer) access. Such listings include but are not limited to Uniform Resource Locator (URL) and E-Mail addresses.

## 2. Regulations

- a. The rates and regulations specified herein apply only to listings in the White-page alphabetical directory.
- b. Listings must conform to the Telephone Company's specifications with respect to its directories. The Telephone Company reserves the right to reject listings when in its sole judgment, such listings would violate the integrity of Telephone Company records and its directories, confuse individuals using the directory, or when the subscriber cannot provide satisfactory evidence that he/she is authorized to do business as requested.
- c. Miscellaneous Electronic Address Listings may or may not be associated with a primary or regular additional listing which consists of the listed name, telephone number and address where the telephone service is located.
- d. Miscellaneous Electronic Listings will be accepted for parties who do not subscribe to the Telephone Company for their local telephone service. Listings for parties whose local telephone service is not provided by the Telephone Company must pay for their listing on an annual basis and prior to the listing appearing in the directory.

## 3. Service Options

## a. E-Mail Address

E-Mail Address is the domain based address through which a user is defined. For example: username@somewhere.com. A user's e-mail address may also be referred to as an "internet address".

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## DIRECTORY LISTINGS

## G. MISCELLANEOUS ELECTRONIC ADDRESS LISTINGS (Continued)

## 3. Service Options (Continued)

## b. Uniform Resource Locator

Uniform Resource Locator (URL) is the technical name of a World Wide Web page address. URL addresses include both the address of the Web server and the specific directory structure that leads to an individual Web page or Web server. For example: <http://www.research.digit.com>.

## 4. Rates and Charges

- a. Subscribers will be billed a \$ 12.37 nonrecurring charge to establish or change a listing.
- b. Subscribers will also be billed a monthly charge per listing (See note below). The charge will be:

<u>Monthly Charge</u>	<u>Residence Service</u>	<u>Non-residence Service</u>
E-Mail Address, Per Listing	\$ 3.00	\$ 5.00
Uniform Resource Locator (URL), Per Listing	3.00	5.00
E-Mail & URL, Per Combination Listing	6.00	8.00

Note: Parties subscribing to this service whose local telephone service is not provided by Cincinnati Bell Telephone Company must pay for the service in advance to the listing appearing in the directory. They will be billed the nonrecurring charge plus the monthly rate for 12 months.

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## DIRECTORY LISTINGS

## H. NON-LIST SERVICE

## 1. General

- a. Non-List Service is a directory listing option available to residence and non-residence customers who choose to exclude their name, address, and telephone number from appearing in the Telephone Company's alphabetical directories. However, their name, address, and telephone number will appear in the Directory Assistance information database and will be furnished to the calling party when requested through Directory Assistance.
- b. When calling the Universal Emergency Number Service (911), a customer forfeits the privacy afforded by Non-List Service to the extent that the name, address and telephone number associated with the originating station is furnished to the Public Safety Answering Point on a call-by-call basis for the purpose of responding to emergency calls.

## 2. Regulations

- a. The acceptance by the Company of the customer's request to refrain from publishing the customer's name, address and telephone number in the directory does not create any relationship or obligation, direct or indirect, to any person other than the customer.
- b. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the name, address or telephone number of a Non-List Service subscriber in the directory will attach to the Company, and where such name, address, and telephone number are published in the directory, the Company's liability will be limited to and satisfied by a refund of any monthly charges which the Company may have made under paragraph I.3. following for Non-List service.
- c. The customer indemnifies and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the name, address and telephone number of a Non-List Service subscriber.

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## DIRECTORY LISTINGS

## H. NON-LIST SERVICE (Continued)

## 2. Regulations (Continued)

- d. Providing the name, address and telephone number of a Non-List Service customer for billing purposes only, to the customer's primary interexchange carrier, does not constitute publication or disclosure of the address under this tariff.
- e. Interexchange Carriers must not release the name, address and telephone number of any Non-List Service customer without the written consent of the Telephone Company and the customer, except when the address is used for the purpose of rendering the interexchange carrier's bill to the customer.

## 3. Rates and Charges

	<u>Initial Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Non-List Service, each			
Residence	\$ 12.37	\$ 1.96	NLT
Nonresidence	12.37	1.96	NLT

The initial charge applies when establishing or changing the listing information associated with the address. The initial charge does not apply when the Non-List Service is set-up at the same time that the primary listing associated with the access line is established.

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## DIRECTORY LISTINGS

## I. EMERGENCY SERVICE PROVIDER DATABASE SERVICE (ESPDS)

## 1. General

- a. The Company will provide Emergency Service Provider Database Service (ESPDS) to the customer (city, county, or municipality) solely for the purpose of delivering or assisting in the delivery of emergency notification. Customers ordering this service are required to provide written certification to the Company showing that they have the capability and authority to provide the service for which the data is intended.
- b. The extract will include published, non-published, listed, and non-listed information including listed information of Competitive Local Exchange Carriers (CLECs), if present. The extract will consist of listed name, listed address (if present) and ten-digit telephone number.
- c. ESPDS is available by, and must be ordered by, one of the following primary criteria:
  1. City/Municipality Name and State
  2. County Name and State

Customers may specify incorporated municipalities, unincorporated municipalities, or both. The information contained in all extract files will be sorted by telephone number in ascending sequence. Extracts will only be provided for the customer's jurisdictional area for which emergency services or emergency support services are authorized. Foreign listings, Foreign Exchange, Foreign Central Office, and Multiple Listings will be excluded from the extract.

- d. The information provided by ESPDS may not be used, in whole or part, to provide Basic 911 or E911 Service. Misuse of the data provided pursuant to this tariff or failure to comply with any other provisions of this tariff will be cause for immediate suspension of the service provided hereunder.
- e. Any information shared between the Company and the ESPDS customer is considered confidential and proprietary.
- f. The information provided by ESPDS is available to customers utilizing one of the following data storage methods 1) CD-ROM or 2) e-mail dependent on file size constraints. Customers must specify the storage method when ESPDS is ordered.

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DIRECTORY LISTINGS

I. EMERGENCY SERVICE PROVIDER DATABASE SERVICE (ESPDS) (Continued)

2. Definitions

EMERGENCY

Presence of actual or imminent conditions which present either:

- an immediate danger to the health or safety of people or
- a likelihood of severe irreparable damage to property.

EMERGENCY NOTIFICATION SERVICES

Emergency Notification Services are services that notify the public of an emergency.

EMERGENCY SERVICES

Emergency services include 911 emergency services (incoming calls to PSAP) and emergency notification services.

EMERGENCY SUPPORT SERVICES

Information or database management services used in support of emergency services.

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## DIRECTORY LISTINGS

## I. EMERGENCY SERVICE PROVIDER DATABASE SERVICE (ESPDS) (Continued)

## 3. Regulations

- a. Emergency services providers and emergency support services providers requesting this service must meet the current network standards and must cooperate with the Company's network operations center (NOC) to avoid network problems associated with the use of data obtained through this service.

Geographically focused calling patterns that result from the use of data provided hereunder may cause problems, including congestion, in the Company's network. One or more of the following must be used by the ESPDS customer to prevent network congestion problems:

1. The ESPDS customer's calling platforms should be equipped within reorder tone (RO) and "No Circuit Available" (NCA) announcement detection capability. Each platform should provide the capability to automatically throttle back call origination when a threshold of RO and NCA is reached. The throttling algorithm should allow for reduction call origination to the point where 99 percent of call origination reaches neither NCA nor RO.
  2. The ESPDS customer's calling platforms should be designed with a call gapping mechanism to allow specification of, at most, one originating call per a specified time interval to any specific NPA-NXX code. The gaps should be capable of any time interval between 0 and 10 seconds. This is intended to give the ESPDS subscriber the capability of preventing excessive simultaneous call origination.
  3. If the Company's NOC center determines that the call volume is having a negative impact on the Company's network, the NOC will request the ESPDS customer to throttle the outgoing calls generated by the event to a specified number of simultaneous calls. The ESPDS customer must implement each request within ten minutes of receipt from the Company's NOC center.
- b. The Company's NOC center must be notified of the target location and size of the event at the launch of an emergency call origination exceeding 1000 calls. The Company will provide a contact number to the ESPDS customer for this purpose. The subscriber will also provide the name (s) of the carrier(s), which will be utilized by the customer for the emergency call origination and the number of simultaneous calls.
  - c. Each ESPDS customer must provide Company's NOC center up-to-date contact information for 7 days per week, 24 hours per day, and contact information for three levels of management escalation.
  - d. The ESPDS customer agrees to work cooperatively with the Company's NOC in order to avoid network congestion than may affect the ability of customers to call out of an affected area. This includes implementation of call gaps on the calling platform at intervals recommended by Company's NOC.

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## DIRECTORY LISTINGS

## I. EMERGENCY SERVICE PROVIDER DATABASE SERVICE (ESPDS) (Continued)

## 3. Regulations (Continued)

- e. The Company's NOC will utilize protective controls including those outlined in the Company's Intrastate Access Service Tariff, in order to minimize congestion and to allow the customers the ability to call out of an affected area. The traffic originated based upon the ESPDS customer's use of the data provided hereunder may be affected by these controls. The Company will not be liable for the intentional or unintentional blockage of any traffic in any way related to the ESPDS customer's use or the use by its agents or contractors of the data provided hereunder.
- f. The Company does not guarantee the completion of mass calling on its network.
- g. With respect to the database extract file provided by this service, the ESPDS customers, providers of emergency services, providers of emergency support services, and their employees shall:
  - 1. Hold the information in confidence and protect it in accordance with the security regulations by which it protects its own proprietary or confidential information.
  - 2. Restrict disclosure of the information solely to those employees with a need to know and not disclose it to any other parties.
  - 3. Be responsible for determining the information it will use from the data provided by this service
  - 4. Use the information only in connection with delivering or assisting in the delivery of emergency services and
  - 5. Notify the Company immediately if there is confirmed or suspected misuse of the data by any party or parties.
- h. Any published, listed, or non-published number or any information provided by the Company shall be used only by an ESPDS customer for the sole purpose of delivering or assisting in the delivery of emergency services. Any use involving the reproduction, publishing, reselling, disclosing, tampering with, or providing access to information in the database for any purpose other than the provision of emergency support services is strictly prohibited and any known violations must be reported to the Company immediately. Information obtained by the ESPDS customer pursuant to this tariff may be provided to the ESPDS customer's client(s) as a part of the call attempts/completions reports only upon execution by the ESPDS customer's client(s) of a written agreement limiting use of the information and providing for its protection in the same manner as is set forth in this tariff regarding use and protection of the information by the ESPDS customer. The Company does not transfer right, title or interest (including intellectual property rights), if any, which it may have in and to ESPDS.

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## DIRECTORY LISTINGS

## I. EMERGENCY SERVICE PROVIDER DATABASE SERVICE (ESPDS) (Continued)

## 3. Regulations (Continued)

- i. The data shall be secured by the ESPDS customer from unauthorized usage.
- j. The company shall not be required to modify its network operations or protocols to accommodate any emergency services providers' or emergency support providers' equipment, systems or data processors.
- k. Emergency Service Providers Data service may not be used for any purpose which violates federal or state laws, statutes, regulatory orders or tariffs.
- l. The emergency services provider or emergency support services provider agrees to hold harmless and indemnify the Company, its employees, directors, officers, agendas, and subcontractors from and against any and all claims or suits which arise out of or result from the provision of the database extract file, specifically including, but not limited to, all claims or suits resulting from or allegedly resulting from errors or omission in the file or the use of such information by the ESPDS customer, emergency services providers, or the emergency support services providers.
- m. Each emergency services provider or emergency support services provider agrees to release, defend, indemnify and hold harmless the Company, its agents and subcontractors from any and all losses, claims, demands, suits, and other actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person: 1) for any personal injury to or death of any person or persons, or any loss, damage or destruction of any property, whether owned by the customer or others, and which arises out of the negligence or other wrongdoing act of the Company, the customer, its user agencies or municipalities or employees or agents of any one of them, or 2) for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, but the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of the service and the equipment associated therewith, including, but not limited to, the identification for the telephone number, service address or name associated with the telephone number used by the party or parties utilizing the service hereunder, or 3) arising out of any action or omission of the customer, in the course of using services provided pursuant to this Tariff.
- n. In the event the data is enhanced, modified, and/or merged with data obtained from other sources by the ESPDS customer, all restrictions, regulations, and limitations contained in this tariff remain applicable to the ESPDS customer.

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DIRECTORY LISTINGS

I. EMERGENCY SERVICE PROVIDER DATABASE SERVICE (ESPDS) (Continued)

4. Rates and Charges

	<u>Nonrecurring Charge</u>	<u>USOC</u>
Initial Data Extract	\$ 300.00	EPDSI
Subsequent Data Extract	108.00	EPDSS

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OPERATOR SERVICES

A. LOCAL DIRECTORY ASSISTANCE SERVICE

1. General

In addition to providing telephone directories to all Local Exchange Service subscribers, the Telephone Company furnishes Local Directory Assistance Service upon request whereby customers may obtain assistance in determining telephone numbers, names, directory addresses and zip codes.

The rates set forth below apply when customers of the Telephone Company request assistance in determining telephone numbers of customers who are located in the same local service area.

Local Directory Assistance Service allows a subscriber to provide a name to get a telephone number, zip code and/or directory address.

Local Directory Assistance Service does not provide the telephone number, name, address or zip code for a nonpublished listing. However, this information will be provided in those situations where a customer's listing is not in the directory and the customer is not specifically paying for nonpublished service.

Directory Assistance Call Completion Service is included as part of Local Directory Assistance Service at no additional charge. Directory Assistance Call Completion Service provides Local Directory Assistance customers the option of having their calls to the requested directory number completed automatically by the Operator Services Switch (OSS). Toll, message, or local usage charges as a result of Directory Assistance Call Completion Service will be applicable. This Section provides additional information regarding Directory Assistance Call Completion Service.

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## OPERATOR SERVICES

## A. LOCAL DIRECTORY ASSISTANCE SERVICE (Continued)

## 2. Application of Charges and Allowances

There will be a charge for all customer calls to Directory Assistance except in the following instances:

## Exceptions

- a. Direct dialed calls from hospitals and skilled nursing homes. For purposes of this paragraph, the term skilled nursing home applies to those nursing homes that provide around-the-clock professional nursing care.
- b. Calls from exchange access lines where the customer or a member of the customer's household has been certified by registered physician as unable to use a directory because of a visual or physical handicap.

## 3. Rates (Note 1)

1. Customer direct dials the Directory Assistance number, the charge for each call (maximum two requests or searches per call (See Note 2) is:

\$ 3.99 per call when the call originates on a residence service line

\$ 2.99 per call when the call originates on a nonresidence service line

2. Customer places a call to the Directory Assistance attendant via an operator, the charge for each call (maximum of two requests or searches per call (See Note 2) is:

\$ 3.99 per call when the call originates on a residence service line

\$ 2.99 per call when the call originates on a nonresidence service line

Note 1: Directory Assistance Call Completion Service is included as part of Local Directory Assistance Service at no additional charge. All toll, message, or local measured usage charges as a result of Directory Assistance Call Completion will be applicable.

Note 2: One of the two requests or searches may be one of the other Directory Assistance Services in this section of the Tariff (National Directory Assistance Service, Directory Assistance Business Category Search Service, or Reverse Search Directory Assistance Service). The higher charge of the two types of requests will be applicable.

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OPERATOR SERVICES

B. LOCAL OPERATOR VERIFICATION/INTERRUPTION SERVICE

1. General

(D)

2. Application of Charges

(D)

3. Rates

(D)

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OPERATOR SERVICES

C. LOCAL CONFERENCE SERVICE

1. General

- a. Local conference service is that of furnishing local connections on three or more exchange access lines subject to equipment limitations or combinations thereof on one connection at the same time so that each may communicate with all the others. Service between all connections must be local. If service between any two of the connections is toll, the service is classed as toll conference service. For regulation and rates for toll conference service, refer to the Toll Tariff.
- b. Local conference service is offered only when all connections are between exchange access lines having Cincinnati and Kentucky Metropolitan in their local calling area.
- c. One class of service is offered whether the call is to specified persons or specified numbers. Subject to the provisions in a. preceding, the Telephone Company, upon request, will endeavor to arrange for the establishment of a local conference connection at a specified time.
- d. Charges for local conference calls are billed only to the originating customer. Chargeable time begins when connection is established between all the persons on the conference and ends when the connection is terminated at all points. A customer's request that a conferee be added to or disconnected from a conference call on which conversation is in progress, is considered as terminating the call and initiating a new call to the revised group.

2. Rates

Each exchange access line

For the first three minutes or fraction thereof	\$ 0.55
For each additional one minute or fraction thereof	0.11

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## OPERATOR SERVICES

## D. DIRECTORY ASSISTANCE CALL COMPLETION

## 1. General

The Telephone Company provides Directory Assistance Call Completion (DACC) service to customers who have accessed local Directory Assistance. Directory Assistance Call Completion service provides Directory Assistance customers the option of having their calls to the requested directory number completed automatically by the Operator Services System (OSS).

Directory Assistance Call Completion is activated by the customer when the customer depresses a specific digit on a touch-tone telephone during the DACC announcement prompt. The DACC announcement prompt will be given when the customer receives the requested directory number from the automated Interactive Voice System (IVS).

## 2. Regulations

- a. The calling number and the number requested to be completed must be in the same Local Access Transport Area (LATA) or the local calling area where the request originated.
- b. Only the second provided Directory Assistance telephone number will be completed if two Directory Assistance requests are made by the customer during the same call.
- c. Directory Assistance Call Completion Service is included as part of Local Directory Assistance Service and Directory Assistance Business Category Search at no additional charge. However, toll, message or local measured usage charges as a result of Directory Assistance Call Completion will be applicable.
- d. The following customer groups are not offered this completion service:
  - Customer Owned Coin Operated Telephones (COCOT)
  - Hospitals
  - Hotels/Motels
  - Prisons/Inmates
  - Interexchange Carriers and Independent Telephone Companies
  - Mobile
- e. Directory Assistance Call Completion will be furnished only where facilities permit.
- f. Directory Assistance Call Completion will not be provided to complete calls to non-published telephone numbers, 700, 800, 900 or 976 numbers.

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OPERATOR SERVICES

D. DIRECTORY ASSISTANCE CALL COMPLETION (Continued)

3. Rates and Charges

There is no charge associated with Directory Assistance Call Completion Service. It is included as part of Local Directory Assistance Service and Directory Assistance Business Category Search at no additional charge. However, toll, message or local measured usage charges as a result of Directory Assistance Call Completion will be applicable.

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## OPERATOR SERVICES

## F. NATIONAL DIRECTORY ASSISTANCE SERVICE

## 1. General

National Directory Assistance Service (NDA) provides the name Address, telephone number, and area code information of telephone Service subscribers located outside of Cincinnati Bell Telephone (CBT) Company's Local Access Transport Area (LATA). The NDA information may include directory assistance information for anywhere in the United States except for listings that are normally provided as part of the CBT's local Directory Assistance Service. International information will be provided where available. The information utilized to provide this service is obtained from a third party.

- a. The NDA information provided may be all or any portion of the directory assistance information listed above. NDA service information will only be provided to customers located within the CBT's local service area.
- b. NDA information may be obtained by giving a name to get a telephone number, zip code and/or directory address. NDA information may also be obtained by giving a telephone number ("reverse search") to get a name, zip code and/or directory address.
- c. NDA Service charges apply instead of Directory Assistance Business Category Search Service charges when the information provided to customers is based on category or type of business requested rather than the name or telephone number. This provision only applies when the business type or category search information is provided for a location outside of CBT's local Directory Assistance Service area.
- d. NDA Service calls may be answered by and information may be given by an Audio Response Unit (ARU) or by an operator.

## 2. Regulations

- a. Calls from customers who request directory listing information for a location outside of CBT's LATA (except directory information provided via CBT's existing local Directory Assistance Service) will automatically be designated as an NDA Service call.
- b. The rates listed in Paragraph 3 below will apply for all calls classified as NDA Service.
- c. A maximum of two requests or searches will be provided for each NDA Service charge. One of the two requests or searches may be one of the other Directory Assistance Services in this section of the Tariff (Local Directory Assistance Service, Directory Assistance Business Category Search Service, or Reverse Search Directory Assistance Service). The higher charge of the two types of requests will be applicable.

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## OPERATOR SERVICES

## F. NATIONAL DIRECTORY ASSISTANCE SERVICE (Continued)

## 2. Regulations (Continued)

- d. CBT shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished and the customer shall save CBT harmless against all claims (including costs and reasonable legal fees) that may arise from the use of such information
- e. Directory Assistance Call Completion Service is not available with NDA Service.
- f. NDA Service calls will not be accepted from the following groups:

Access Line Service for Customer-Provided Public Telephone Service

Prisons/Inmate Service Facilities

## 3. Rates and Charges

The following rates and charges apply for each NDA Service call (maximum of two requests or searches per call. (See Note.) These charges are applicable even if no listing information was found.

	<u>Residence</u>	<u>Nonresidence</u>
a. Customer direct dials the service number, charge per call	3.99	2.99
b. Customer places a call to the service number via an operator, charge per call	3.99	2.99

Note: One of the two requests or searches may be one of the other Directory Assistance Services in this section of the Tariff (Local Directory Assistance Service, Directory Assistance Business Category Search Service, or Reverse Search Directory Assistance Service). The higher charge of the two types of requests will be applicable.

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## OPERATOR SERVICES

## G. DIRECTORY ASSISTANCE BUSINESS CATEGORY SEARCH SERVICE

## 1. General

Directory Assistance Business Category Search Service is a separate directory assistance service that provides information to customers based on the category or type of business requested rather than the name of the business. The service provides information to the calling Party based on a search of the database for product and/or service listings, e.g. flowers, hardware, etc. Where technically possible and Economically feasible the service will also include searching for geographic locations such as a "hardware store on the east side".

- a. Directory Assistance Business Category Search Service will only be available to customers located within CBT's local service area.
- b. Business Category Search type information provided for locations outside of CBT's local Directory Assistance Area will be provided as National Directory Assistance Service (NDA) as described in Section 27, Paragraph F. above.
- c. Only nonresidence service listings will be included in the database.
- d. Directory Assistance Business Category Search Service calls may be answered by and information may be given by an Audio Response Unit (ARU) or by an operator.
- e. Directory Assistance Call Completion Service is included as part of Directory Assistance Business Category Search Service at no additional charge. Directory Assistance Call Completion Service provides Local Directory Assistance customers the option of having their calls to the requested directory number completed automatically by the Operator Services Switch (OSS). Toll, message, or local usage charges as a result of Directory Assistance Call Completion Service will be applicable.

## 2. Regulations

- a. Calls from customers who request directory listing information for a service and/or product without specifying a particular name will automatically be designated as a Directory Assistance Business Category Service call.
- b. The rates listed in Paragraph 3 below will apply for all calls classified as Directory Assistance Business Category Search Service.

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OPERATOR SERVICES

G. DIRECTORY ASSISTANCE BUSINESS CATEGORY SEARCH SERVICE (Continued)

2. Regulations (Continued)

- c. A maximum of two requests or searches will be provided for each Directory Assistance Business Category Search Service Charge. One of the two requests or searches may be one of the other Directory Assistance Services in this section of the Tariff (Local Directory Assistance Service, National Directory Assistance Service, or Reverse Search Directory Assistance Service). The higher charge of the two types of requests will be applicable.
- d. A maximum of three (3) listings per search will be provided for each product or service category for Directory Assistance Business Category Search Service.
- e. CBT shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the customer shall save CBT harmless against all claims (including costs and reasonable legal fees) that may arise from the use of such information.
- f. Directory Assistance Call Completion Service is not offered with Directory Assistance Business Category Search Service for locations outside of CBT's local Directory Assistance Area.

3. Rates and Charges

The following rates and charges apply for each Directory Assistance Business Category Search Service performed. (Maximum of two request or searches per call - See Notes.) These charges are applicable even if no listing information is found.

<u>Directory Assistance Business Category Search Service</u>	<u>Residence</u>	<u>Nonresidence</u>
a. Customer direct dials the service number, charge per call	3.99	2.99
b. Customer places a call to the service number via an operator, charge per call	3.99	2.99

Note 1: One of the two requests or searches may be one of the other Directory Assistance Services in this section of the Tariff (Local Directory Assistance Service, National Directory Assistance Service, or Reverse Search Directory Assistance Service). The higher charge of the two types of requests will be applicable.

Note 2: Directory Assistance Call Completion Service is included as part of Directory Assistance Business Category Search Service at no additional charge. All toll, message, or local measured usage charges as a result of Directory Assistance Call Completion will be applicable.

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## OPERATOR SERVICES

## J. REVERSE SEARCH DIRECTORY ASSISTANCE SERVICE

## 1. Description

- a. Reverse Search Directory Assistance Service (RSDAS) is an operator based directory assistance service which allows a requesting party to obtain directory assistance information (name and address) by utilizing the telephone number as the search key.
- b. RSDAS information may be accessed by dialing 411.

## 2. Terms and Conditions.

- a. There are no call allowances or exemptions for RSDAS.
- b. If a customer calls Directory Assistance for the purpose of obtaining information via RSDAS and also asks for other Directory Assistance Service information, such customer shall be charged the rates in Paragraph 3. below. In addition, the appropriate charge for the other Directory Assistance Service provided shall be applied.
- c. A maximum of two name and/or address searches will be provided for each RSDAS. One of the two requests or searches may be one of the other Directory Assistance Services in this section of the Tariff (Local Directory Assistance Service, National Directory Assistance Service, or Directory Assistance Business Category Search Service). The higher charge of the two types of requests will be applicable.
- d. The Telephone Company shall not be liable to the RSDAS customer for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the RSDAS customer shall save The Telephone Company harmless against all claims (including costs and legal fees) that may arise from the use of such information.
- e. All Telephone Company customers, upon request, will be given an option at no charge to exclude any listing information that they do not want included in their listing. Domestic shelters have been directly contacted and will be excluded upon request.
- f. RSDAS does not provide telephone numbers, name or addresses of its non-published listings. However, the name, telephone number and address information will be provided in those situations where a customer's listing is not in the directory and the customer has not requested non-published service.
- g. RSDAS calls will not be accepted from the following groups:

Access Line Service for Customer-Provided Public Telephone Service (COCOTS)

Prisons/Inmate Service Facilities

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## OPERATOR SERVICES

## J. REVERSE SEARCH DIRECTORY ASSISTANCE SERVICE (Continued)

## 3. Rates and Charges

The following rates and charges apply for each RSDAS provided (maximum of two requests or searches per call. (See Note.) The charge applies even if no listing is found.

<u>Reverse Search Directory Assistance Service</u>	<u>Residence</u>	<u>Nonresidence</u>
Customer direct dials the service number, charge per call	3.99	2.99
Customer places a call to the service number via an operator, charge per call	3.99	2.99

Note: One of the two requests or searches may be one of the other Directory Assistance Services in this section of the Tariff (Local Directory Assistance Service, National Directory Assistance Service, or Directory Assistance Business Category Search Service). The higher charge of the two types of requests will be applicable.

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SERVICE FEES

A. LATE PAYMENT FEE

For unpaid balances of \$10.00 or more, a late payment fee equal to \$8.95 or two percent (2.0%), whichever is greater, per month will be assessed on the unpaid balance for all revenue owed to the Company.

The late payment fee will be assessed to charges not paid on or before the due date printed on the bill.

The late payment charge does not apply to amounts that are in dispute or accounts receivable purchased from other providers.

B. RETURNED CHECK CHARGE

An administrative Returned Check Charge equal to \$15.00 will apply on each occasion a check, draft, or electronic funds transfer item is presented for payment for service by a Customer and is not accepted by the institution upon which it is drawn.

C. PERSONAL ASSISTANCE FEE

A Personal Assistance Fee of \$5.00 applies for each instance a payment is made over the phone with the assistance of a service representative. This fee does not apply for on-line payments, payments through automated payment systems, or payments made through the U.S. mail. The customer will be informed of the applicable charges prior to processing the customer's payment.

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## SERVICE FEES

## D. MAINTENANCE OF SERVICE CHARGE

## 1. Terms and Conditions

The Company undertakes to maintain and repair the equipment and facilities which it furnishes to Customers pursuant to its tariffs and service agreements. The Customer will be responsible for damages to equipment or facilities of the Company caused by the negligence or willful act of the Customer.

The Customer may not rearrange, disconnect, remove, or attempt to repair, or permit others to rearrange, disconnect, remove, or attempt to repair any equipment or facilities which the Company maintains or repairs without the express consent of the Company.

If trouble develops and the Customer has any equipment or facilities which the Company does not maintain or repair, the Customer will make appropriate tests to determine whether that equipment or facility is the cause of the trouble before reporting an out of service or other trouble condition to the Company.

Customers will be required to pay the Maintenance of Service Charges for visits made by the Company to the Customer's premises, when a service difficulty or trouble report results from equipment or facilities not maintained or repaired by the Company. If the Company cannot diagnose with certainty that the service problem is located on the Customer's side of the demarcation point without a premise visit, the Maintenance of Service Charge does not apply. The Customer will be advised, before a visit to the premise, of the possibility of a Maintenance of Service Charge.

The Company or its agent will provide a written statement of the time and charges for any Maintenance of Service Charge to the Customer or his designated agent before leaving the Customer's premises. The Company or its agent will request the Customer or designated agent to signify acceptance of the statement of time and charges by signature on the statement.

## 2. Rates and Charges

## 1. Nonresidence

a. First 15 minutes or fraction thereof	31.50
b. Each additional 15 minutes or fraction thereof	9.00

2. Residence, per visit	48.00
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