



Writer's Direct:  
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March 17, 2009

RECEIVED

**VIA FEDERAL EXPRESS**

MAR 18 2009

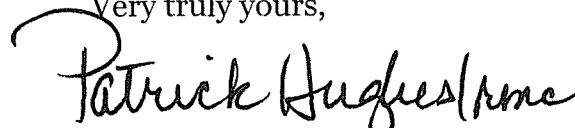
Mr. Jeff Derouen, Executive Director  
Kentucky Public Service Commission  
211 Sower Blvd.  
Frankfort, KY 40601

PUBLIC SERVICE  
COMMISSION

**Re: Cincinnati Bell Telephone Company LLC  
Case No. 2009-00029**

Dear Jeff:

Please find enclosed a copy of the Supplemental Response of Cincinnati Bell Telephone Company LLC to the Attorney General's Supplemental Request for Information.

Very truly yours,  
  
Patrick R. Hughes

PRH:rmc  
Enclosure

188050v1

Dressman Benzinger LaVelle psc  
Attorneys at Law

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

**RECEIVED**

MAR 18 2009

PUBLIC SERVICE  
COMMISSION

IN THE MATTER OF:

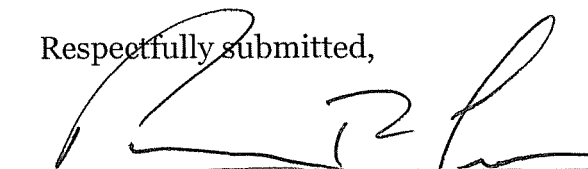
In the Matter of the Application of )  
Cincinnati Bell Telephone Company LLC )  
For Declaration of Compliance With )  
Directory Requirements Applicable to )  
Electing Telephone Companies Pursuant )  
To KRS 278.541 to 278.544 )

Case No. 2009-00029

SUPPLEMENTAL RESPONSE OF CINCINNATI BELL TELEPHONE COMPANY LLC  
TO THE  
ATTORNEY GENERAL'S SUPPLEMENTAL REQUEST FOR INFORMATION

**(See attached)**

Respectfully submitted,

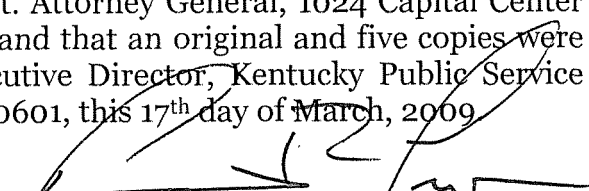


Mark D. Guilfoyle (KBA #27625)  
Patrick R. Hughes (KBA #85493)  
Dressman Benzinger LaVelle psc  
207 Thomas More Parkway  
Crestview Hills, KY 41017-2596  
Phone: (859) 341-1881  
Fax: (859) 341-4879

*Counsel for Cincinnati Bell Telephone  
Company LLC*

**CERTIFICATE OF SERVICE**

I, Patrick R. Hughes, do hereby certify that an original of the foregoing was sent via overnight mail to Mr. Dennis Howard, Asst. Attorney General, 1024 Capital Center Drive, Suite 200, Frankfort, KY 40601-8204, and that an original and five copies were sent via overnight to Mr. Jeff Derouen, Executive Director, Kentucky Public Service Commission, 211 Sower Blvd., Frankfort, KY 40601, this 17<sup>th</sup> day of March, 2009.

  
Patrick R. Hughes

**Hughes, Patrick**

---

**From:** Hughes, Patrick  
**Sent:** Thursday, March 12, 2009 3:46 PM  
**To:** 'dennis.howard@ag.ky.gov'  
**Cc:** Guilfoyle, Mark; 'mark.romito@cinbell.com'  
**Subject:** CBT Petition (KY PSC Case No. 2009-00029)  
**Attachments:** Phone directory.pdf

Dennis - Thank you for your message. Mark is in a deposition today and asked that I respond to your question. We know you are very busy currently and appreciate your attention to this matter. In response to your question, the information you identified has been contained in the Yellow Pages for as long as anyone can remember. The June 2009 edition of the Yellow Pages also contains the information, and I have attached the relevant pages for your review. The Yellow Pages is owned and distributed by CBD Media Finance LLC, not Cincinnati Bell Telephone Company LLC. We are not aware of any anticipated changes to the Yellow Pages, other than new and updated listings in the normal course of business.

Please let me know if you require anything further.

Thanks

Patrick  
Patrick Hughes  
Dressman Benzinger LaVelle psc  
207 Thomas More Parkway  
Crestview Hills, KY 41017

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Any statements made herein regarding tax matters, including attachments, may not be relied upon by anyone to avoid tax penalties and are not to be used or referred to in any publication or marketing materials.

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**From:** Howard, Dennis (KYOAG) [mailto:dennis.howard@ag.ky.gov]  
**Sent:** Thursday, March 12, 2009 11:08 AM  
**To:** Guilfoyle, Mark  
**Subject:** RE: Scheduling a Telephonic IC for CBT Petition (KY PSC Case No. 2009-00029)

Mark

In the yellow book which will still be provided to customers, will there be information pertaining to emergency calls such as police and fire protection and instructions concerning placing local and long distance calls, calls to repair and information services, and location of telephone company business

3/17/2009

offices appropriate to the area served by the directory?

Dennis Howard, II  
Acting Director  
Office of Rate Intervention  
Office of the Attorney General  
1024 Capital Center Drive, Suite 200  
Frankfort, Kentucky 40601  
502.696.5453  
[dennis.howard@ag.ky.gov](mailto:dennis.howard@ag.ky.gov)



# NEWCOMER'S GUIDE

Photo Courtesy: Northern Kentucky CVB

COMMUNITY/CUSTOMER GUIDE

## BETTER BUSINESS BUREAU

To file a complaint or inquire about a business,  
7 W. 7th Street, Ste. 1600,  
Cincinnati, OH 45202 **513-421-3015**

## CAR REGISTRATION & TAGS

Call the county clerk's office for information.  
Boone County Clerk **334-2108**  
2950 E. Washington Square, Burlington  
Campbell County Clerk **292-3850**  
340 York Street, Newport  
Kenton County Clerk **392-1652**  
303 Court Street, Room 103, Covington

## COUNTY OFFICES

### BOONE COUNTY

2950 Burlington Pike, Burlington **334-2220**  
Call for hours.  
Sheriff's Department **911**  
Emergency **334-2175**  
Non-emergency  
Fire Department **911**  
Emergency **586-6161**  
Non-emergency

### CAMPBELL COUNTY

340 York Street, Newport  
Open the first and last Monday of each month,  
8:30 a.m.-6 p.m.; Tue.-Fri., 8:30 a.m.-4 p.m.;  
Sat., 9 a.m.-noon. **292-3845**  
Police Department (except Newport & Ft. Thomas) **911**  
Emergency **547-3100**  
Non-emergency  
Fire Department: **911**  
Emergency **635-9255**  
Non-emergency

### KENTON COUNTY

303 Court Street, Covington  
Open Mon., Tues., Thurs. and Fri., 8:30 a.m.-4 p.m.;  
Wed., 8:30 a.m.-6 p.m.; closed Sat. **392-1600**  
Police Department **911**  
Emergency **392-1940**  
Non-emergency  
Fire/Police Dispatch **911**  
Emergency **356-3191**  
Non-emergency

## DRIVERS' LICENSES

Call the circuit court clerk's office for more information  
on obtaining a license.  
Boone County Circuit Court Clerk **334-2229**  
6025 Rogers Lane, Burlington  
Campbell County Circuit Court Clerk **292-6311**  
330 York Street, Newport  
Kenton County Circuit Court Clerk **292-6579**  
230 Madison Avenue, Covington

## EDUCATION

Call your county board of education office to find out  
how to register your child, and which school district  
you fall under.  
Boone County Board of Education **283-1003**  
8330 U.S. Route 42, Florence  
Campbell County Board of Education **635-2173**  
101 Orchard Lane, Alexandria  
Kenton County Board of Education **344-8888**  
1055 Eaton Drive, Fort Wright

## EMPLOYMENT SERVICES

The Kentucky Department of Employment Services serves  
the Northern Kentucky area.

Boone County **371-0808**  
8020 Veterans Memorial Drive,  
Florence  
Campbell and Kenton Counties **292-6666**  
320 Garrard Street, Covington

## HIGHER EDUCATION

Cincinnati State Technical & Community College **513-569-1500**  
College of Mount St. Joseph **1-800-654-9314**  
Or **513-244-4200**  
Gateway Community and Technical College **441-4500**  
Miami University Hamilton **513-785-3000**  
Northern Kentucky University **1-800-637-9948**  
Thomas More College **341-5800**  
University of Cincinnati **513-556-6000**  
Xavier University **513-745-3000**

## HOSPITALS

For a complete listing of area hospitals, refer to the  
Yellow Pages under "Hospitals."

## MUNICIPAL INFORMATION

### CITY OF COVINGTON

638 Madison Avenue  
Open 8 a.m.-4:30 p.m.,  
closed Sat. & Sun. **292-2133**  
Police Department **911**  
Emergency **292-2222**  
Non-emergency  
Fire Department **911**  
Emergency **292-2222**  
Non-emergency

### CITY OF FLORENCE

8100 Ewing Boulevard  
Open 8:30 a.m.-5 p.m., closed Sat. **371-5491**  
Police Department **911**  
Emergency **647-5420**  
Non-emergency  
Fire & EMS Department **911**  
Emergency **647-5660**  
Non-emergency

### CITY OF NEWPORT

998 Monmouth Street  
Open 8 a.m.-4:30 p.m.,  
closed Sat. & Sun. **292-3666**  
Police Department **911**  
Emergency **292-3622**  
Non-emergency  
Fire Department **911**  
Emergency **292-3616**  
Non-emergency

## PUBLIC LIBRARIES

### BOONE COUNTY

7425 U.S. Route 42, Florence  
3215 Cougar Path, Hebron  
8899 U.S. Route 42, Union  
21 S. Main Street, Walton

### CAMPBELL COUNTY

3920 Alexandria Pike, Cold Springs  
1000 Highland Avenue, Ft. Thomas  
901 E. 6th Street, Newport

### KENTON COUNTY

502 Scott Boulevard, Covington  
401 Kenton Lands Road, Erlanger  
1992 Walton-Nicholson Road, Independence

### CINCINNATI & HAMILTON COUNTY

If you are a resident of Campbell, Kenton or Boone  
you can get a free library card for the Public Library  
Cincinnati if you bring a library card from your county  
library and verification of address.

### CINCINNATI MAIN LIBRARY

800 Vine Street-Library Square **513-**

## VOTING

New residents should register to vote 30 days prior  
election at the county clerk's office. Registration

Boone County Clerk  
2950 Burlington Pike, Burlington  
Campbell County Clerk  
340 York Street, Newport  
Kenton County Clerk  
303 Court Street, Covington

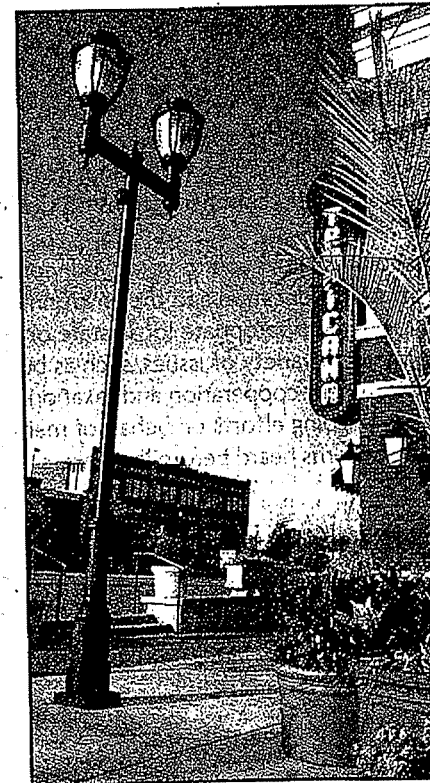


Photo Courtesy: Northern Kentucky CVB

# DIRECTORY ASSISTANCE

## Cincinnati Bell<sup>SM</sup>

### Customers

Business Center	513-565-2210 or #2210 611 or 513-566-1511
Customers	513-933-7201
Customer Service	513-241-2899
Repair	513-397-9611
Call Bureau	513-397-7366
Information	513-565-6060
Phone Service	513-565-5433

### Customers

Business Center	513-566-5050 or #5050 513-566-1611
Customers	513-933-7201
	513-241-1264
Circuit Repair	
Mon.-Fri.	513-241-6900

### Cincinnati Bell

Downtown	513-397-9548
Business Center	513-331-1000
Business	513-229-8384
	513-943-4301
	859-372-5300
	513-742-2800
Business	513-347-5900
Business	513-979-5200
Business/Kenwood	513-936-5700
Fairfield	513-858-2030
Business	513-271-4143
Business	513-741-5600
Business	513-241-2728
Business	513-612-5300
Business	513-759-2628
Business	513-347-5900
Business	937-427-7200
Business	513-425-9695
Business	937-291-5100
Business	937-297-0400

### Assistance

Numbers within	411
area code	411

### Bell Offices

Business	513-397-9900 or #9900
Business	513-397-1466
DD/TTY	513-723-9320

### Phone Providers

Business	513-397-5500
Business	611
Business	513-421-7695
Business	513-566-1511

### Telephone Service

Service can be obtained by calling the Cincinnati Business Sales Center, or visiting our Web site [www.cincinnati-bell.com](http://www.cincinnati-bell.com). Our rates include a monthly access line to connect your home or business phone network.

You will never have to worry about receiving another bill and pay your bill online with BillPayer 2000<sup>SM</sup>, check or credit card. No more checks or stamps! Start today by visiting [www.cincinnati-bell.com](http://www.cincinnati-bell.com).

### Pay Your Bill Online

Instead of a paper bill, we'll send you an email each month to let you know your new bill (eBill) is ready to view and pay online. Choose to receive multiple notifications or just one. Go to <http://my.cincinnati-bell.com>, log in to My Account and securely pay your bill online via electronic check, debit card or credit card. You can also choose to receive your Cincinnati Bell bill through your bank's Web site or through CheckFree ([www.mycheckfree.com](http://www.mycheckfree.com)), a free eBill payment service.

### Pay Your Bill by Mail

We appreciate your payment by mail. A return envelope is included with each monthly bill. Please enclose the payment page with your remittance. Write your telephone number on your check or money order. Please do not send cash. If the return envelope is not available, address your payment to:  
Cincinnati Bell Telephone Company  
P.O. Box 748003  
Cincinnati, Ohio 45274-8003  
Lebanon customers should mail their payments to:  
City Building  
50 South Broadway Street  
Lebanon, OH 45036-1745

### Pay Your Bill on the Anytime Line<sup>SM</sup>

You may pay your bill on Cincinnati Bell's Anytime Line<sup>SM</sup> by calling 513-565-6090 or #6090. At the Main Menu, press 2 to make a payment with your Visa, MasterCard or American Express credit card. See page 14 of the Cincinnati Bell White Pages for more details on using the Anytime Line<sup>SM</sup>.

### Pay Your Bill in Person

You can now pay your Cincinnati Bell bill in person at one of our easy, convenient Pay-Station locations. To find the nearest Pay-Station location to you, or for a complete list of all Pay-Station locations, go to [www.cincinnati-bell.com/storelocations](http://www.cincinnati-bell.com/storelocations).

When payment is made in person, please present the complete bill.

Note: If you make a payment at a location other than Cincinnati Bell, that location is considered an unauthorized payment agent. Payments made to a location other than those listed on our Web site may result in the improper or untimely crediting of subscriber account. Lebanon customers may pay in person at the City Building, 50 South Broadway, Lebanon.

### Deposit Box

The Cincinnati Bell deposit box is located on the outside of the Atrium One building (located at 4th and Main Streets) and is accessible 24 hours a day, seven days a week.

### Pay Your Bill Automatically

Once you have eBill, you can set up Autopay through My Account on <http://my.cincinnati-bell.com>. You'll never have to worry about writing checks, buying postage stamps or incurring late fees again. Autopay will deduct the amount of your monthly bill from the checking account you have designated. You can also establish a maximum monthly deduction to help you budget more efficiently. And we'll send you an email letting you know the bill has been paid. There are no fees for Autopay.

### Local Calling Information

The local calling regions of telephone companies offering service in the geographic coverage of this directory may differ by telephone company and are subject to change. In general, the white area on the map designates the local calling area. Specific information on the telephone numbers in your calling area is available by calling your local telephone company. To obtain a Cincinnati Bell calling area map, call 513-397-5925, or go to our Web site at [www.cincinnati-bell.com](http://www.cincinnati-bell.com) for additional local calling information specific to your area.

### Calling Information:

- Indiana's area code is 812.
- Northern Kentucky's area code is 859.
- The Southwest Ohio region is served by the 513 area code.
- It is necessary to dial the area code plus the seven-digit telephone number when making a local call across state lines.

**Example 1:** Customer dialing downtown Cincinnati, OH from Springdale, OH would dial 7 digits, 123-4567.

**Example 2:** Customer dialing Covington, KY from Cincinnati, OH would use 10 digits, 859-123-4567.

**Example 3:** Customer calling Cincinnati, OH from Covington, KY would use 10 digits, 513-123-4567.

**Example 4:** Customer dialing Covington, KY from Florence, KY would use 7 digits, 123-4567.

Please note that some local, wireless, and cellular calls may be billed on a usage basis. Most Cincinnati Bell customers in the 513 area code have local calling to parts of 937 area code.

### Additional Directories?

Need an additional Cincinnati Bell Directory? Dial 768-6555. If this is a toll call, dial 1-800-544-3683.

### The Following is a Complete List of Directories Published by Cincinnati Bell

- Butler County/Hamilton Ohio Consumer Yellow Pages
- Cincinnati Bell Area Alphabetical Directory
- Clermont County Consumer Yellow Pages
- Gallatin, Grant, Pendleton Counties, Kentucky Yellow Pages
- Greater Cincinnati Consumer Yellow Pages
- Hamilton County - Companion Directory
- Harrison, Ohio - West Harrison, Indiana Yellow Pages
- Kentucky Neighborhood Directories:
  - Boone County
  - Campbell County
  - Kenton County
- Northern Kentucky Companion Directory
- Northern Kentucky Consumer Yellow Pages
- Ohio Neighborhood Directories:
  - Anderson Township/Eastgate Area
  - Colerain Township
  - Hyde Park/Mt. Lookout
  - Kenwood/Montgomery
  - Loveland/Montgomery
  - Tri-County
  - Westside
- Warren County Consumer Yellow Pages
- The Work Book - Business-to-Business Yellow Pages

### How to Obtain Directories For Other Cities

Directories for other cities may be obtained by calling toll-free 1-800-900-7516. A charge may apply for all directories outside your local calling area.

Note: Telephone directories, including those for Ohio, the United States and foreign cities, are available for your use at the Public Library of Cincinnati and Hamilton County located at Eighth and Vine streets, Cincinnati, Ohio.

### Call Before You Dig Underground Cable Locations

In compliance with state laws, local telephone companies with underground facilities are members of the "Call Before You Dig" bureaus in Ohio, Kentucky and Indiana. There is no charge for this service.

Call two (2) working days before you excavate or drill underground:

Ohio call: (toll-free)

1-800-362-2764

Kentucky call: (toll-free)

1-800-752-6007

Indiana call: (toll-free)

1-800-382-5544





# AREA CODES

<b>Distance Codes in Cities</b>	Jacksonville 904	Augusta 606	<b>MISSISSIPPI -- MS</b>	Athens 740	<b>RHODE ISLAND -- RI</b>
	Lakeland 863	Bowling Green 270	Biloxi 228	Bardwell 937	All locations 401
	Miami 305, 786	Burlington 859	Gulfport 228	Beachwood 216	<b>SOUTH CAROLINA -- SC</b>
	Orlando 321, 407	Butler 859	Jackson 601, 769	Bedford 440	Charleston 843
<b>- AL</b>	Pensacola 850	Carrollton 502	Tupelo 662	Berea 440	Columbia 803
205	St. Petersburg 727	Covington 859	<b>MISSOURI -- MO</b>	Bowling Green 419, 567	Greenville 864
256	Tallahassee 850	Cumberland 606	Columbia 573	Camden 937	<b>SOUTH DAKOTA -- SD</b>
251	Tampa 813	Danville 859	Kansas City 816	Canal Winchester 614	All locations 605
334	Vero Beach 772	Elizabethtown 270	Sedalia 660	Canton 734, 330	<b>TENNESSEE -- TN</b>
	West Palm Beach 561	Falmouth 859	Springfield 417	Centerville 937	Chattanooga 423
<b>AK</b>	<b>GEORGIA -- GA</b>	Florence 859	St. Charles 636	Chagrin Falls 440	Clarksville 931
	Albany 229	Fort Campbell 270	St. Louis 314	Chillicothe 740	Jackson 731
<b>AZ</b>	Atlanta 404, 678	Fort Knox 502	<b>MONTANA -- MT</b>	Cincinnati 513	Knoxville 865
928	Augusta 706	Frankfort 502	All locations 406	Cleveland 216	Memphis 901
623	Macon 478	Glasgow 270	<b>NEBRASKA -- NE</b>	Columbus 614	Nashville 615
602	Marietta 678, 770	Glencoe 859	Grand Island 308	Dayton 937	<b>TEXAS -- TX</b>
480	Savannah 912	Hazard 606	Lincoln 402	Defiance 419	Abilene 325
520	<b>HAWAII -- HI</b>	Hillsboro 606	North Platte 308	Euclid 216	Alpine 432
	All locations 808	Hopkinsville 270	Omaha 402	Fairborn 937	Amarillo 806
479	<b>IDAHO -- ID</b>	Independence 859	<b>NEVADA -- NV</b>	Fayetteville 513	Austin 512
870	All locations 208	Lexington 859	Las Vegas 702	Findlay 419, 567	Beaumont 409
501	<b>ILLINOIS -- IL</b>	Louisville 502	All other locations 775	Hamilton 513	Brownsville 956
	Bloomington 309	Mount Vernon 606	<b>NEW HAMPSHIRE -- NH</b>	Hillsboro 937	Corpus Christi 361
714	Chicago 224, 312, 331, 464,	Newport 270	All locations 603	Independence 216	Dallas 214, 469, 972
661	630, 708, 773, 847, 872	Owensboro 270	<b>NEW JERSEY -- NJ</b>	Lancaster 740	Del Rio 830
619	Collinsville 618	Paducah 270	Atlantic City 609	Lima 419, 567	El Paso 915
925	Elk Grove Village 224, 847	Pikeville 606	Camden 856	Loveland 513	Fort Worth 682, 817
760	Hinsdale 630	Richmond 859	Edison 732, 848	Mansfield 419, 567	Galveston 409
707	Joliet 815	Somerset 606	Elizabeth 908	Marietta 740	Houston 281, 713, 832
559	La Grange 708	Williamsburg 606	Flemington 908	Marion 740	Laredo 956
818	Springfield 217	<b>LOUISIANA -- LA</b>	Jersey City 201, 551	Mason 513	Lufkin 936
949	<b>INDIANA -- IN</b>	Baton Rouge 225	Moorestown 856	Miamisburg 937	San Antonio 210
858	Anderson 765	Houma 985	Morrisstown 862, 973	Middletown 513	Texarkana 903
562	Bloomington 812	Lafayette 337	New Brunswick 732, 848	Millersburg 234, 330	Tyler 903
213, 323	Carmel 317	New Orleans 504	Newark 862, 973	Mt. Vernon 740	Waco 254
831	Columbus 812	Shreveport 318	Princeton 609	New Philadelphia 234, 330	Wichita Falls 940
510	East Chicago 219	<b>MAINE -- ME</b>	Somerville 908	Northfield 234, 330	<b>UTAH -- UT</b>
650	Elkhart 574	All locations 207	Trenton 609	Oxford 513	Logan 435
626	Evansville 812	<b>MARYLAND -- MD</b>	Reynoldsburg 856	Portsmouth 740	Salt Lake City 801
530	Fishers 317	Baltimore 410, 443	Sandusky 856	Portsmouth 740	<b>VERMONT -- VT</b>
916	Ft. Wayne 260	Silver Spring 240, 301	Springfield 937	Reynoldsburg 614	All locations 802
909	Gary 219	<b>MASSACHUSETTS -- MA</b>	Steubenville 740	Sandusky 419	<b>VIRGINIA -- VA</b>
619	Greenwood 317	Boston 617, 857	Toledo 419, 567	Springfield 937	Abingdon 276
818	Highland 219	Lexington 339, 781	Utopia 513	Steubenville 740	Arlington 571, 703
415, 650,	Indianapolis 317	Lowell 351, 978	Vermilion 440	Toledo 419, 567	Lynchburg 434
408	Kokomo 765	Springfield 413	Washington 740	Utopia 513	Norfolk 757
805	Lafayette 765	Worcester 508, 774	Court House 740	Vermilion 440	Richmond 804
650	Marion 765	<b>MICHIGAN -- MI</b>	Wilmington 937	Washington 740	Roanoke 540
310, 424,	Merrillville 219	Ann Arbor 734	Xenia 937	Washington 740	Virginia Beach 757
209	Muncie 765	Detroit 313	Youngstown 234, 330	Wilmington 937	<b>WASHINGTON -- WA</b>
	New Castle 765	Flint 810	Zanesville 740	Youngstown 234, 330	Everett 425
<b>- CO</b>	Richmond 765	Grand Rapids 616	<b>OKLAHOMA -- OK</b>	Lawton 580	Olympia 360
719	South Bend 574	Kalamazoo 269	Lawton 580	Oklahoma City 405	Seattle 206
303, 720	Terre Haute 812	Lansing 517	Oklahoma City 405	Tulsa 918	Spokane 509
970	Valparaiso 219	Mount Clemens 586	Tulsa 918	<b>OREGON -- OR</b>	Tacoma 253
<b>UT -- CT</b>	<b>IOWA -- IA</b>	Pontiac 248, 947	Astoria 503	Astoria 503	Vancouver 360
203	Cedar Rapids 319	Saginaw 989	Eugene 541	Portland 503, 971	<b>WEST VIRGINIA -- WV</b>
860	Des Moines 515	Sault Ste. Marie 906	Portland 503, 971	Salem 503, 971	All locations 304
203	Dubuque 563	Traverse City 231	<b>NEW MEXICO -- NM</b>	<b>PENNSYLVANIA -- PA</b>	<b>WISCONSIN -- WI</b>
	Mason City 641	Troy 248, 947	All locations 505	Allentown 484, 610, 835	Eau Claire 715
<b>DC</b>	Sioux City 712	<b>MINNESOTA -- MN</b>	<b>NEW YORK -- NY</b>	Alleentown 484, 610, 835	Green Bay 920
	<b>KANSAS -- KS</b>	Bloomington 952	Albany 518	Alleentown 484, 610, 835	Madison 608
	Dodge City 620	Duluth 218	Batavia 585	Alleentown 484, 610, 835	Millwaukee 414
	Kansas City 913	Maple Grove 763	Binghamton 607	Alleentown 484, 610, 835	Racine 262
	Topeka 785	Minneapolis 612	Buffalo 716	Alleentown 484, 610, 835	<b>WYOMING -- WY</b>
386	Wichita 316	Rochester 507	Long Island 516, 631	Alleentown 484, 610, 835	All locations 307
754, 954	<b>KENTUCKY -- KY</b>	St. Cloud 320	New York City 212, 347,	Alleentown 484, 610, 835	
239	Alexandria 859	St. Paul 651	646, 718, 917	Alleentown 484, 610, 835	
352	Ashland 606			Alleentown 484, 610, 835	

# INTERNATIONAL CALLING

PASSPORT



COMMUNITY / CUSTOMER GUIDE



## HOW TO USE THIS CHART:

The bold number following the country name is the "Country Code."

For example: to call Buenos Aires, Argentina, check for the country and city on the chart below.

- The Country Code is 54
- The City Code for Buenos Aires is 11
- It is two hours ahead of Eastern Standard Time

If the military code, country and/or city does not appear on this chart, dial "0" for the Operator.

TD - Time Difference \* City Code not required

## DIALING DIRECT

To dial international calls direct, dial in sequence:

1. The International Access Code—011
2. The Country Code
3. The City Code
4. The local telephone number
5. The "#" button—where telephone is equipped with Touch-Tone dialing. This will speed your call along.

For example, to make a call to the city of London, you would dial:

011	+ 44	+ 20	+ _____
International	Country	City	Local
Access Code	Code	Code	Number

If you subscribe to a long-distance service, call your supplier for dialing instructions.

## OPERATOR-ASSISTED CALLS

To dial operator-assisted international calls, dial in sequence:

1. The International Access Code—01
2. The Country Code
3. The City Code
4. The local telephone number

For example, to make an operator-assisted call to the city of London, you would dial:

01	+ 44	+ 20	+ _____
International	Country	City	Local
Access Code	Code	Code	Number

If you subscribe to a long-distance service, call your supplier for dialing instructions.

Some countries have increased the number of digits included in their local numbers beyond that supported by many telephone companies' networks. This primarily affects new telephone numbers. In general, numbers that are already assigned will not be affected. Companies are making every effort to upgrade their network to support these changes. If you have difficulty completing a direct-dialed international call, please contact your international operator or dial "0" for assistance.

ALGERIA 213*
ARGENTINA 54. Buenos Aires 11
AUSTRALIA 61 Melbourne 39 Sydney 2
AUSTRIA 43 Vienna 1
AZERBAIJAN 994
BELARUS 375
BELGIUM 32 Brussels 2 Ghent 9
BRAZIL 55 Rio de Janeiro 21
CHINA, PEOPLE'S REP. OF 86 Beijing (Peking) 10
COLOMBIA 57 Bogota 1
COSTA RICA 506*
CZECH REPUBLIC 420 Prague 23
DENMARK 45
EGYPT 20 Alexandria 3
EL SALVADOR 503*
ESTONIA 372
ETHIOPIA 251 Addis Ababa 1
FINLAND 358 Helsinki 9
FRANCE 33 Marseille 491 Nice 4 Paris 1
GEORGIA 995
GERMANY, FED. REP. OF 49 Berlin 30 Frankfurt 69 Munich 89
GREECE 30 Athens 21
GREENLAND 299
GUANTANAMO BAY 53 (U.S. Naval Base, Cuba) 99
GUATEMALA 502 Georgetown 2
HAITI 509
HONG KONG 852
HUNGARY 36 Budapest 1
ICELAND 354
INDIA 91 Bombay 22 New Delhi 11

TD			TD	
+6	IRAN 98		+8.5	TURKEY 90
+2	Tehran 21			Istanbul-Asian 216
	IRAQ 964		+8	Istanbul-Europe 212
+15	Baghdad 1			UGANDA 256
	IRELAND 353		+5	Entebbe 42
	Dublin 1			UKRAINE 380
+6	ISRAEL 972		+7	UNITED ARAB
	Jerusalem 2			EMIRATES 971
+8	Tel Aviv 3			Abu Dhabi 2
+7	ITALY 39		+6	Dubai 4
+6	Florence 055			UNITED
	Rome 06			KINGDOM 44
	Venice 041			Belfast 28
+2	JAPAN 81		+14	Glasgow 141
	Tokyo 3			London 20
	JORDAN 962		+7	VATICAN CITY 39
+13	Amman 6			All points 66982
	KOREA, SOUTH			VENEZUELA 58
0	REP. OF 82		+14	Caracas 212
	Seoul 2			YUGOSLAVIA 381
-1	LATVIA 371		+7	Belgrade 11
+6	LIBERIA 231*		+5	
	MEXICO 52		-1	(Country code for
+6	Mexico City 55			States is 1—for u
+7	Tijuana 664			foreign country.
	MOLDOVA 373		+7	refer to dialing in
-1	MONACO 377		+6	the country from
+7	MOROCCO,			are calling.)
+8	KINGDOM OF 212		+5	
	NETHERLANDS 31		+6	The Bahamas, Be
+7	Amsterdam 20			Guam, Puerto Ri
	NEW ZEALAND 64		+17	U.S. Virgin Island
+6	Auckland 9			international cal
	Wellington 4			may place a call
	NICARAGUA 505		-1	long distance ca
+9	Managua 2		+6	United States.
	NORWAY 47		+8	
+6	RUSSIA 7			
	Moscow 495			
	SAUDI ARABIA 966		+8	
	Riyadh 1			
+7	SOUTH AFRICA,			
	REP. OF 27		+7	
	Cape Town 21			
+2	Durban 31			
0	SPAIN 34		+6	
	Madrid 91			
-1	SWEDEN 46		+6	
+2	Stockholm 8			
	SWITZERLAND 41		+6	
0	Geneva 22			
+13	Lucerne 41			
+6	Zurich 43, 44			
	TAIWAN, 886		+13	
+5	Taipei 2			
+10.5	THAILAND 66		+12	
	Bangkok 2			



# SPECIAL NEEDS SERVICES

Used with permission of the National Association for the Deaf.

## For Customers With Hearing & Speech Impairment

Deaf or speech-impaired persons with Telecommunications Devices for the Deaf (TDD) can use telephone with other TDD/TTY users. TDD devices come in various models and are basically constructed to allow persons to talk to others and receive readable messages that can be read.

## Local TDD/TTY Numbers (Home and Ambulance)

911

## Local Operator Assistance

TDD/TTY and need help placing a local, long distance, calling card, third number or other listed call, you can reach TDD/TTY Operator any time toll-free by dialing 1-800-855-1155.

## Local Cincinnati Bell TDD/TTY Numbers

Home	513-241-2899
Home	513-565-4424
Home	513-723-9320
Home	513-397-9611
Home	513-397-3733

## Local Directory Listings

Numbers for TDD/TTY users include the phrase "TDD/TTY". In addition, a separate section for listed telephone numbers is located at the end of listings in the back of the White Pages Directory.

## Local Relay Service

211 or 513-721-7900

## Local Distance Discounts

Someone in your household is hearing- or speech-impaired and uses a TDD/TTY, your home phone is eligible for discounts on intra-ATA long distance or dial yourself. For the discounts, you need a form signed by a health care or state agency official saying that you use TDD/TTY to communicate over the phone. For a copy of the form, call: (voice only) or 513-241-2899 (TDD/TTY). Discounts apply only on calls which you dial from your approved residence phone. Lines are maintained by nonprofit organizations and agencies, upon written application and that such lines are maintained for the benefit of those who are speech and/or hearing impaired, are eligible for these discounts.

## TDD/TTY 800 Service Numbers

The following are examples of 800 Service numbers for use by customers with speech and/or hearing impairment using TDD/TTYs. Other TDD/TTY 800 Service numbers may be obtained toll-free by dialing 1-800-855-1155.

- Social Security Administration  
The Social Security Administration provides program information and assistance toll-free:  
1-800-325-0778
- Air Travel & Lodging Assistance.  
For those who are speech and/or hearing impaired; and
- Flight and hotel information and reservation service for those who are speech and/or hearing impaired only; flight information and reservations for any airline:  
1-800-582-1573

## Public TDD/TTY Telephone Locations may be found at the end of the business listings in the back of this directory.

## Relay Service 711

Telecommunication Relay Service (TRS) enables customers who are deaf, hard-of-hearing or speech-impaired to use their TDD (Telecommunications Device for the Deaf) or TTY (text telephone) to place calls to and receive calls from hearing people. Callers using a TDD or TTY device can dial 711 to access their state's Telecommunication Relay Service.

TRS also enables hearing people to call TDD/TTY users. If you need to call a deaf, hard-of-hearing, or speech-impaired person who uses a TDD or TTY, you may use your state's TRS by dialing 711. A Communication Assistant (CA) will answer your call. Tell the CA the phone number of the person you wish to reach. The CA will dial your call, type everything you say to the TDD/TTY user, and read everything the TDD/TTY user types to you.

There are no charges to connect to Relay Service with 711. The service is available 24 hours a day, seven days a week. All calls are handled in strict confidence. If you are a registered TDD/TTY user, discount rates may apply for long distance calls.

To use the service or get additional information, call 711 or:

- IN customers call:  
TTY/Voice ..... 1-800-743-3333
- KY customers call:  
TTY ..... 1-800-648-6056  
Voice ..... 1-800-648-6057
- Speech-to-Speech ..... 1-888-244-6111  
Spanish ..... 1-866-490-4406

[www.hamiltonrelay.com](http://www.hamiltonrelay.com)

Or from videophone:

[HamiltonVRS.tv](http://HamiltonVRS.tv)

- OH Customers call:  
TTY/Voice ..... 1-800-750-0750
- OH Administration call:  
TTY/Voice ..... 1-800-325-2223

## Services For Customers With Disabilities

If you have a disability or if you know someone who has a physical problem in using the telephone, Cincinnati Bell wants to help. We will do our best to provide a workable solution to meet the telecommunications needs of our customers with disabilities.

For more information, contact the Cincinnati Bell Special Needs Consultant at:

- 513-565-4424 (Voice only)
- 513-241-2899 (TDD/TTY)
- 513-721-1314 (Fax)

Note: A map of downtown Cincinnati showing the location of wheelchair ramps can be found in the Community/Customer guide of the Greater Cincinnati Consumer Yellow Pages directory.

## Operator Services And Directory Assistance Charges Exemptions

If a physical impairment prevents you from dialing phone calls for yourself, we don't want you to pay the added costs of having the Operator place calls for you.

Contact the Special Needs Consultant at:

- 513-565-4424 (voice only),
- 513-241-2899 (TDD/TTY) or Fax
- 513-721-1314 and we'll arrange an exemption from the usual charges for Operator-assisted calls.

Also, if an impairment makes it impossible for you to look up numbers in the phone book, the Center can provide you with the necessary form to exempt you from charges for calls to the local Directory Assistance Operator. Any special services such as National Directory or Reverse Search will result in a charge.

These exemptions apply only to your home phone lines.

## Attention: Customers With TDD/TTY Numbers

Please contact Cincinnati Bell at 513-241-2899 to submit an application in order for your TDD telephone service to be listed with 911 emergency.

