

ACCESS SERVICE TARIFF
PSCK No. 2

CINCINNATI BELL TELEPHONE COMPANY

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9. Directory Assistance Service

The Telephone Company will provide Directory Assistance (DA) Service to a customer from Directory Assistance Service locations (DA location).

9.1 General Description

DA Service provides Directory Access Service to DA locations, use of DA access equipment, and use of DA operators to provide telephone numbers.

9.2 Undertaking of the Telephone Company

- (A) A Telephone Company DA operator, when furnished a name and locality, will provide or attempt to provide the telephone number listed in the Telephone Company DA records associated with the name given at the rates and charges as set forth in 9.6 following. The Telephone Company's contact with the customer's end user shall be limited to that effort necessary to process a customer's end user's request for a telephone number; and the Telephone Company will not transfer, forward or redial a customer's end user call to any other location for any purpose other than provision of DA Service.
- (B) A maximum of two (2) requests for telephone numbers will be accepted per call to the DA operator.
- (C) A telephone number which is not listed in DA records will not be available to the customer's end user.
- (D) The Telephone Company will specify the DA location which provides the DA Service for each numbering plan area code (NPA). The DA locations are as shown in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC TARIFF F.C.C. No. 4.

When it becomes necessary, as determined by the Telephone Company, to change a DA location, the Telephone Company will notify the involved customers **six** months prior to the change. For such changes, the regulations as set forth in 2.1.7 preceding apply.

- (E) When DA Service is ordered, Directory Access Service will be provided between the customer premises and the DA location by the Telephone Company at rates and charges as set forth in 9.6 following. **PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE**

MAR 3 1992

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

BY: *Charles J. Miller*
Effective: March 3, 1992
PUBLIC SERVICE COMMISSION MEMBER

Issued: February 7, 1992
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President, Cincinnati, Ohio

Vice President - Regulatory Affairs

ACCESS SERVICE TARIFF
PSCK No. 2

CINCINNATI BELL TELEPHONE COMPANY

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9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(1) General

Each Directory Access Service will consist of the following:

- An Interface Group equipped with an available Premises Interface Code at the customer's premise.
- Directory Transport between the premise of the ordering customer and the DA Switch location. (T)

When required by the Telephone Company, a separate Directory Access Service trunk group will be provided for DA Service for each NPA. Separate trunk groups will be required when the Telephone Company notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's end user desires DA information.

Further, when an access tandem is available and is provided, the Directory Access Service will be provided, at Telephone Company choice, either as a separate Directory Access Service trunk group or in combination with Feature Group B, C or D Switched Access Service.

(2) Interface Group and Premise Interface Code

Interface Groups 2, 6 and 9 as set forth in 6.1.3(B)(5) preceding are available for Directory Access Service. When only Directory Access Service is provided, only the following Premise Interface Codes are available:

4DS9-15	6EA2-E	4RV2-0
4DS6-44	6EA2-M	
	4SF3	

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MAY 23 1995

PURSUANT TO 807 KAH 5:011,
SECTION 9(1)

BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

Issued: June 13, 1995

Effective: **May 23, 1995**

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ACCESS SERVICE TARIFF
PSCK No. 2

CINCINNATI BELL TELEPHONE COMPANY

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9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(2) Interface Group and Premise Interface Code (Cont'd)

Such Premise Interface Codes are described in 6.1.3(B)(5) (T)
preceding. When Directory Access Service is combined with
Feature Group B, C or D Switched Access Service, the Premise
Interface Code for the combination will be the available
Premise Interface Code provided for the Feature Group B, C
or D Switched Access Service ordered by the customer.
Except as set forth in 9.4(A) following, the Interface
Groups and Premises Interface Codes provided under a Special
Order for Directory Access Service are subject to the order
conditions as set forth in 5. preceding. For purposes of (T)
applying the order regulations, a DA Switch location is
considered to be a customer end user serving wire center.

(3) Directory Transport

Directory Transport provides the transmission facilities and
transport termination between the premises of the ordering
customer and the DA Switch locations. For purposes of (T)
determining Directory Transport mileage, distance will be
measured from the wire center that normally serves the
customer premises to the DA location(s).

facilities as set forth in 6.1.3 preceding. The two-way
voice frequency path transports calls in the terminating
direction (from the premises of the ordering customer to
the DA switch location). The following rate elements,
which are more fully described in 6.1.3 preceding, are

PUBLIC

MAY 23 1995

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)

BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

Issued: June 13, 1995

Effective: ~~May~~ 23, 1995

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ACCESS SERVICE TARIFF
PSCK No. 2

CINCINNATI BELL TELEPHONE COMPANY

Original Page 496.1

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OF KENTUCKY
EFFECTIVE

9. Directory Assistance Service (Cont'd)

9.2 Undertakinn of the Telephone Company (Cont'd)

(E) (Cont'd)

(3) Directory Transport (Cont'd)

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- Entrance Facility for the transport of the DA call from the customer's premises to the serving wire center of that premises wer dedicated facilities.
- Direct Trunked Transport for the transport of the DA call from the customer's serving rire center to the DA switch location over dedicated facilities.
- Tandem Switched Transport (i.e., Tandem Switched Transmission, and Tandem Switching) for the transport of the DA call from the customer's serving vire center to the DA switch location with switching at a tandem.
- Interconnection Charge for the Switched Transport costs that are not recovered by the Entrance Facility, Direct Trunked Transport. Tandem Switched Transport, Multiplexing or CCSAC Link and port rates.
- Multiplexing DS3 to DS1 Multiplexing charges apply when a High Capacity DS3 Entrance Facility or Direct Trunked Facility is connected rith High Capacity DS1 Direct Trunked Transport. The DS3 to DS1 multiplexer will convert a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing.
- DS1 to Voice grade Multiplexing charges apply when a High Capacity DS1 Entrance Facility or Direct Trunked Facility is connected rith Voice Grade Direct Trunked Transport. The DS1 to voice multiplexer rill convert a 1.544 Mbps channel to 24 Voice Grade channels.

Multiplexing is *only* available at rire centers identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF FCC NO. 4, WIRE CENTER INFORMATION.

(N)

(N)

Issued: June 13, 1995

Effective: May 23, 1995

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ACCESS SERVICE TARIFF
PSCK No. 2

CINCINNATI BELL TELEPHONE COMPANY

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9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(3) Directory Transport (Cont'd)

The customer will determine whether the Directory Access Service is to be routed directly to a DA Switch location or through an access tandem switch appropriately equipped for DA measurement and served by DA trunks to the DA Switch location when such an access tandem switch is available. The combination of Feature Group B or D Switched Access Service with DA Service will only be provided at such available and appropriately equipped access tandem switches.

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When Directory Transport is provided using a **Direct-Trunked Transport** to the DA Switch location, no address signaling is provided. When Directory Transport is provided with the use of an access tandem switch, wink start-start pulsing signaling is provided at the access tandem switch. The customer will be notified by the Telephone Company when access tandem routing is provided and the customer shall address each call to the DA location using NPA + 555 + 1212 or when required by the Telephone Company, 555-1212. Only NPA codes handled by the DA location served by the access tandem switch will be processed.

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PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

MAY 23 1995

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)

BY: Jason C. Neal
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Issued: June 13, 1995

Effective: May 23, 1995

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Integrated Corporate Planning for

CINCINNATI BELL TELEPHONE COMPANY

1st Revised Page 498
Cancels Original Page 498

9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(3) Directory Transport (Cont'd)

The number of Directory Transport transmission paths provided is based on the customer's order and is determined by the Telephone Company in a manner similar to Switched Access Service transmission paths as set forth in 6.5.5 preceding.

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Except as set forth in 9.4 (A) following, Directory Transport provided under a Special Order is subject to the order conditions as set forth in 5. preceding.

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(D)

(4) Special Facilities Routing

A customer may request that Directory Access Service be provided via Special Facilities Routing. The regulations, rates and charges for Special Facility Routing (Avoidance, Diversity and Cable Only) are as set forth in 11. following.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

MAY 23 1995

PURSUANT TO 807 KAH 5:011,
SECTION 9(1)

BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

Issued: June 13, 1995

Effective: **May 23, 1995**

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ACCESS SERVICE TARIFF
PSCK No. 2

CINCINNATI BELL TELEPHONE COMPANY

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9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(5) Design Layout Report

The Telephone Company will provide to the customer the makeup of the facilities and services provided under this section as Directory Access Service. This information will be provided in the form of a Design Layout Report similar to that as set forth in 6.1.5. Design Layout Reports for Directory Access Service will be provided only when specifically requested by the customer. The Design Layout Report will be provided to the customer at no charge, and will be reissued or updated whenever the facilities provided for the customer's use are materially changed.

(6) Transmission Specifications

Directory Access Service is provided with either Type A or B Transmission Specification. The specifications associated with the parameters are guaranteed to the DA Switch location, (T) whether routed directly or via an access tandem. Type B Transmission Specification is provided with Interface Groups 2, 6 and 9 when routed direct to a DA location. (C) Type A Transmission Specification is provided with Interface Groups 2, 6 and 9 when routed via an access tandem switch. (C)

When DA Service is combined with Feature Group D Switched Access Service, Type A Transmission Specification is provided. When DA Service is combined with Feature Group B Switched Access Service, Type B Transmission Specification is provided for Interface Group 2, 6 and 9. (C)

Type A and B Transmission Specifications are set forth in 6.4.1 preceding. (C)

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

MAY 23 1995

PURSUANT TO 807 KAR 5:011,
SECTION 9(1)

BY: *Jordan C. Neal*

Effective: ~~MAY 23 1995~~ ON

Issued: ~~June 13, 1995~~

Deborah A. Nisch President, Cincinnati, Ohio
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9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(7) Acceptance Testing and Testing Capabilities

The acceptance testing and testing capabilities for Directory Access Service traffic routed through an access tandem are the same as those for the associated Feature Group D end office switching. The acceptance testing for Directory Access Service traffic routed directly to or routed in a separate trunk group through an access tandem to the DA Switch location will be as set forth in 6.1.6 preceding. The testing capabilities for Directory Access Service traffic routed directly to or routed in a separate trunk group through an access tandem to the DA Switch location will be as set forth for cooperative scheduled testing or manual scheduled testing in Section 13 following.

- (F) Trunk side switching is provided at the DA Service access location. The DA Service access location will provide trunk answer and disconnect supervisory signaling.
- (G) The Telephone Company will distribute the calls received over the Directory Access Services to the DA operators using the DA location access equipment.
- (H) In the event that the telephone number is unavailable to the DA operator, no credit applies for the charge for the call to the DA operator. When the DA location or DA operator equipment or terminals are out of service due to a Telephone Company equipment failure or an incorrect number is provided, a credit as set forth in 9.4(H) following will apply.
- (I) DA Service may, at the option of the customer, be provided for interstate and intrastate communications. When the customer requests such mixed access, the interstate DA Service charges will be determined by the Telephone Company using the data furnished by the customer as set forth in 2.3.14 preceding.
- (J) The Telephone Company does not provide Directory Assistance Service for 500 NXX, 800 NXX Access Service or 900 NXX Access Service. (T)

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9. Directory Assistance Service (Cont'd)

9.3 Obliaations of the Customer

- (A) The customer shall determine and order the trunks and interface type of Directory Access Service it needs for DA Service. (C)
- (B) When DA Service is initially ordered, the customer shall order the service for at least six months. Thereafter, additional service may be ordered for a minimum of six months. Not later than three months prior to the end of the six month period, the customer shall notify the Telephone Company if the service is to be discontinued at the end of the six month period. If no notice is received from the customer the Telephone Company will automatically extend the service for another six months and all appropriate charges as set forth in 9.6 following for another six months will apply.
- (C) The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.
- (D) When requested by the Telephone Company, the customer shall order a separate trunk group for DA Service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in 9.2(E)(1) preceding.
- (E) (Reserved)
- (F) The customer understands that DA operators will respond to only two (2) telephone number requests per call and will not transfer, forward or redial the call to another location for any purposes other than the provision of DA Service.

PUBLIC SERVICE COMMISSION,
OF KENTUCKY
EFFECTIVE

MAY 23 1995

PURSUANT TO 807 KAH5:011,
SECTION 9(1)

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

Issued: June 13, 1995

Effective: May 23, 1995

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ACCESS SERVICE TARIFF
PSCK No. 2

CINCINNATI BELL TELEPHONE COMPANY

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Cancels **Original** Page 502

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements

(A) Minimum Periods

The minimum period for which DA Service and the Directory Access Service is provided and for which charges apply is *six* months. A minimum period of *six* months applies for each additional period of service ordered or extended.

If DA Service is discontinued prior to the end of each *six* month period, the charges that apply for the remaining months are the non-recoverable costs. Such costs include the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor supervision, transportation, rights-of-way and other associated costs less estimated net salvage.

(B) Minimum Monthly Charge

DA service is subject to a minimum monthly charge. The minimum monthly charge consists of the following elements:

For those rate elements that are billed a flat monthly rate, i.e., Directory Transport options, the minimum monthly charge is the monthly rate as set forth in 9.6 following.

The minimum monthly charge for Directory Assistance Service calls is the charge as set forth in 9.6 following for the actual usage for the month.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

MAY 23 1995


PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)
BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

(D)

(D)

Issued: June 13, 1995

Effective: **May 23, 1995**

 President, Cincinnati, Ohio
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ACCESS SERVICE TARIFF
PSCK No. 2

CINCINNATI BELL TELEPHONE COMPANY

2nd Revised Page 503
Cancels 1st Revised Page 503

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

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PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

MAY 23 1995

PURSUANT TO 807 KAR 5:011,
SECTION 9(1)

BY: Jordan C. Neel
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Issued: June 13, 1995

Effective: May 23, 1995

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9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

(D) Cancellation of a Special Order

A customer may cancel a Special Order for DA Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days.

When a customer cancels a Special Order for DA Service after the order date but prior to the start of service, the appropriate charges as set forth in 5. preceding apply for the Directory Access Service cancelled. In addition, a charge equal to any unrecoverable capital costs incurred by the Telephone Company will apply to the customer.

(E) Changes to Special Orders

When a customer requests changes to a pending order for DA Service, such changes will be undertaken if they can be accommodated by the Telephone Company. The appropriate charges as set forth in 5. preceding apply for the Directory Access Service changed. In addition, a charge equal to any other costs incurred by the Telephone Company because of the change will apply.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

MAR 3 1992

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

Effective BY: March 3, 1992
PUBLIC SERVICE COMMISSION MANAGER

Issued: February 7, 1992

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for

President, Cincinnati, Ohio

Vice President - Regulatory Affairs

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

(F) Moves

A move involves a change in the physical location of the point of termination at the customer premises or of the customer premises. Moves will be treated as set forth in 6.7.7 preceding and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 6.7.7 preceding. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

(G) DA Service Rearrangements

Nonrecurring charges apply for service arrangements. Service rearrangements are as set forth in 6.7.1(C)(3) preceding. The Service Rearrangement Charges are as set forth in 6.7.1(C)(3) for the type of change provided by the Telephone Company.

(H) Credit Allowance for DA Service

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

MAY 23 1995

PURSUANT TO 807 KAR 5011,
SECTION 9(1)

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(1) When the DA Switch location or DA operator equipment or terminals are out of service due to a Telephone Company equipment failure or an incorrect number is provided and a customer DA call has been answered or forwarded to a DA operator, a credit allowance for a call answered or forwarded to the DA operator equal to the rate for a Directory Assistance Service Call as set forth in 9.6 following plus the rate for a Directory Transport call will be applied to the customer's charges.

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(2) In addition to the credit as set forth in (1) preceding, when a DA operator or DA equipment provides an incorrect number for a call and the customer reports such occurrences to the Telephone Company, a credit allowance for such DA call will apply. The credit will be as set forth in (3) following. When the customer reports such a call and the number requested, the number provided and the reason the number provided is incorrect, the number of calls for which a credit will apply will be developed by the Telephone Company in cooperation with the customer.

Issued: June 13, 1995

Effective: May 23, 1995

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ACCESS SERVICE TARIFF
PSCK No. 2

CINCINNATI BELL TELEPHONE COMPANY

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Cancels 1st Revised Page 506

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

(H) Credit Allowance for DA Service (Cont'd)

(3) When a DA call is not completed due to the failure of Directory Access Service to DA locations, DA access equipment or DA operator activities, a credit allowance for the Switched Access Service portion in the originating LATA of such DA call will apply. When the customer reports such a call and DA number dialed, time of the call and the date of the call, the number of calls for which a credit will apply will be developed by the Telephone Company in cooperation with the customer. The credit will be as set forth following:

- | | |
|---|-------------|
| a) Credit per call when Switched Access Service is billed using Transitional per minute rates | \$0.0044(R) |
| b) Credit per call when Feature Group A and/or B Switched Access Service is billed using Premium per minute rates | 0.0097(R) |
| c) Credit per call when Feature Group C and/or D Switched Access Service is billed using Premium per minute rates | 0.0097(R) |

(4) Credit allowances for other service interruptions will be provided as set forth in 2.4.4 preceding.

9.5 Rate Regulations

- (A) The Directory Assistance service call charge as set forth in 9.6 (A) following, applies for each call to DA Service. A call is a call which has been answered by or forwarded to a DA operator. The charge applies whether or not the DA operator provides the requested telephone number. The number of calls answered or forwarded to DA operators will be accumulated by Telephone Company measuring equipment. A credit for the provision of an incorrect telephone number will be applied as set forth in 9.4(h) preceding.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

MAY 23 1995

PURSUANT TO 807 KAR 5.011,
SECTION 9(1)

BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

Issued: June 13, 1995

Effective: May 23, 1995

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9. Directory Assistance Service (Cont'd)9.5 Rate Regulations (Cont'd)

- (B) The mileage for Directory Transport is measured from the serving wire center for the premises of the ordering customer to the DA location. Title Page notwithstanding, these two wire centers may be in different LATAS. In addition, the premises of the ordering customer must be in the LATA where DA service is requested or in the LATA where the DA location is located. The measurement will be performed as set forth in 6.7.13 preceding.
- (C) The charge per call for Directory Transport, as set forth in 9.6 (B) following, applies for each call to DA service. A call is as set forth in (A) preceding. The number of calls will be accumulated as set forth in (A) preceding.

9.6 Rates and Charges

The rates and charges are:

	<u>Rates</u>
(A) Directory Assistance Service call, each	\$0.3000(I)
(B) Directory Access Service	
- Directory Access Installation Charge	Charges are the same as those set forth in 6.8.2(c) preceding
- Directory Transport	

The following Switched Transport charges set forth in 6.8.2 preceding are also applicable to Directory Transport Service and will be assessed on the same basis as the Switched Transport rate regulations described in 6.1.3 preceding:

- Entrance Facility
- Direct Trunked Transport
- Multiplexing

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9. Directory Assistance Service (Cont'd)

(B) Directory Access Service

The following Switched Transport charges will be assessed on a per call basis unlike switched transport which is assessed on a minute-of-use basis. However, all other terms and conditions, as set forth in 6.1.3, will apply.

	<u>Rate Per Call</u>	
Tandem - Switched Transmission		
Fixed	\$0.0002	
Per Mile	\$0.0001	
Tandem - Switching	\$0.001168	
Interconnection Charge	\$0.0000	
Multiplexing Charge	\$0.00001	(C)