

CINCINNATI BELL TELEPHONE COMPANY LLC
Residence Service Agreement - Local Telephone Service
Nonresidence Service Agreement - Local Telephone Service

Section 17 - Intercept Services

A. BASIC INTERCEPT

1. General

Basic Intercept service directs a call to a telephone number that is disconnected, changed, or non-assigned to an operator or to a recording. The intercept operator or the recording informs the calling party why the call could not be completed and, if possible gives the telephone number where the call can be completed.

Basic Intercept is generally provided at no charge when a Customer voluntarily or involuntarily changes telephone number. However, where the Customer has multiple lines that are in a hunt system, or subscribes to DID service, only the primary directory listing telephone number is provided Basic Intercept Service at no charge.

Changed telephone numbers will be provided Basic Intercept service at no charge for a period of not less than ninety days or until the issuance of a new Cincinnati Bell Telephone Area Alphabetical Directory which contains their new directory listing information, whichever comes first.

If a Customer wants to continue intercept service beyond the period of time stated above, the Customer must subscribe to one of the billable intercept services listed in this section.

2. Rates and Charges

There is no charge for Basic Intercept.

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B. EXTENDED BASIC INTERCEPT

1. General

Extended Basic Intercept service allows a nonresidence Customer to extend the length of time that the Customer's telephone number is provided Basic Intercept beyond the period in which Basic Intercept is normally provided and/or to purchase intercept on numbers other than the directory listed telephone number.

Extended Basic Intercept will be provided until the Customer calls to have it removed or for a maximum of 360 days.

Extended Basic Intercept is not available for residential service.

2. Rates and Charges

The rates and charges for Extended Basic Intercept are shown in the Price List Section of this Agreement.

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C. TEMPORARY INTERCEPTION OF CALLS

1. General

At the request of the Customer and where the facilities permit, Temporary Interception of Calls allows service to be intercepted temporarily without termination of service. Only outward service will be provided during the period Temporary Interception of Calls is active.

Referral of calls will be made if the Customer desires. Only referrals to individual lines will be made from nonresidence lines.

In view of the possibility of errors, arrangements for interception with or without referrals are made with the understanding that the Customer assumes all risk in connection therewith, and that no liability attaches to the Company by reason of failure to complete any calls. For additional liability information see Section 2 of this Agreement..

The minimum period for which Temporary Interception of Calls is furnished is 24 hours. Each period of interception must start and end during normal working hours of the Company. A period of interception is considered to be terminated and a new period of interception established when a change is made at the Customer's request.

2. Rates and Charges

The rates and charges for Temporary Interception of Calls are shown in the Price List Section of this Agreement.

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D. CUSTOMIZED MESSAGE INTERCEPT

1. General

Customized Message Intercept allows Customers to record their own intercept message in order to inform callers of their change of telephone number.

The customized intercept message will be limited to a maximum of 35 seconds. The intercepted call will be terminated at that point.

The Customer subscribing to Customized Message Intercept will be given a telephone number to call to set up the message. Once the message is recorded the Customer may change their intercept message as often as they wish.

Customized Message Intercept will be provided until the Customer places an order to have it removed, or for a maximum of 360 days for nonresidence customers when associated with disconnected service, or for a maximum of 90 days for residence customers when associated with disconnected service. This service may be associated only with a disconnected residence or nonresidence service line.

2. Rates and Charges

The rates and charges for Customized Message Intercept are shown in the Price List Section of this Agreement.

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E. CUSTOMIZED MESSAGE WITH COMPLETION

1. General

This service allows nonresidence Customers to record their own intercept message and have calls forwarded to a new telephone number.

The customized intercept message will be limited to a maximum of 35 seconds. The message portion of the intercepted call will be terminated at that point.

The Customer will be given a telephone number to call to set up the message. Once the message is recorded the Customer may change their intercept message as often as they wish.

Customized Message With Completion may be provided until the Customer places an order to have it removed or for a maximum of 360 days when associated with disconnected service. This service may be associated only with a disconnected nonresidence service telephone line.

The call will be connected to the new number automatically after the personalized intercept message is played. The caller does not have to dial the new number. There is no time limit on the length of the call once it has been connected to the new telephone number.

Customized Message with Completion does not provide for completion of calls to toll numbers. Calls may be completed to 1-800 type numbers.

2. Rates and Charges

The rates and charges for Customized Message with Completion are shown in the Price List Section of this Agreement.

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F. SPLIT INTERCEPT WITH CUSTOMIZED MESSAGE

1. General

Split Intercept with Customized Message allows nonresidence Customers with multiple parties on one line to intercept calls to that number so as to provide two or more names and telephone numbers via intercept. Additionally, Customers may record their own intercept message to provide the caller with information on how to reach the parties.

The customized intercept message will be limited to a maximum of 35 seconds. The message portion of the intercepted call will be terminated at that point.

The Customer will be given a telephone number to call to set up the message. Once the message is recorded Customers may change their intercept message as often as they wish.

If the Customer does not call and record their own intercept message, the Company will provide a default intercept message that will provide limited listings information.

Split Intercept with Customized Message may be provided until the Customer places an order to have it removed or for a maximum of 360 days when associated with disconnected service. This service may be associated only with a disconnected nonresidence service telephone line.

2. Rates and Charges

The rates and charges for Split Intercept with Customized Message are shown in the Price List Section of this Agreement.

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G. NON-DIRECTORY NUMBER INTERCEPT

1. General

Non-Directory Number Intercept allows nonresidence Customers who receive calls on telephone numbers that are not entitled to free Basic Intercept, i.e. non-directory Centrex numbers, non-directory DID numbers, and additional numbers in multi-line hunt groups to purchase Basic Intercept for these lines.

Non-Directory Number Intercept Service will only be provided in association with service that is either changing telephone numbers or moving to a new address.

Once ordered, Non-Directory Number Intercept may be provided until the Customer places an order to have it removed or for a maximum of 360 days when associated with disconnected telephone service.

2. Rates and Charges

The rates and charges for Non-Directory Number Intercept are shown in the Price List Section of this Agreement.