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September 19, 2008

**Via Hand Delivery**

Tre Hargett  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

Re: In Re: Citizens Telecommunications Company of Tennessee, LLC's d/b/a  
Frontier Communications of Tennessee  
Docket No.: 08-00021

Dear Mr. Hargett:

Enclosed for filing in the above-referenced proceeding is the original and 13 copies of Citizens Telecommunications Company of Tennessee, LLC's Direct Testimony of Angela C. McCall with attached Exhibits 5 and 6 filed under seal.

Should you have any questions, please do not hesitate to call.

Very truly yours,  
Adams and Reese, LLP

Charles W. Cook, III

CWC/mlb  
Enclosures

cc: Stephen R. Butler  
Ryan L. McGehee  
Robert E. Cooper

283535.1/2256.19

**BEFORE THE TENNESSEE REGULATORY AUTHORITY  
NASHVILLE, TENNESSEE**

**IN RE:**

**CITIZENS TELECOMMUNICATIONS  
COMPANY OF TENNESSEE LLC d/b/a  
FRONTIER COMMUNICATIONS OF TENNESSEE, LLC  
TARIFF TO ESTABLISH DIRECTORY ASSISTANCE  
RATES.**

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**No. 08-00021**

**DIRECT TESTIMONY OF ANGELA C. McCALL**

**(With Exhibits 5 and 6 filed under seal)**



Guilford F. Thornton, Jr. (No.14508)  
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Attorneys for Citizens Telecommunications  
of Tennessee LLC d/b/a Frontier  
Communications of Tennessee

**CERTIFICATE OF SERVICE**

I hereby certify that I have served a copy of the foregoing to the Consumer Advocate and Protection Division by depositing a copy in the U.S. Mail to:

Robert E. Cooper, Jr.  
Tennessee Attorney General & Reporter  
Office of the Tennessee Attorney General  
P.O. Box 20207  
Nashville, TN 37202

Steve Butler and  
Ryan L. McGehee  
Office of the Tennessee Attorney General  
Consumer Advocate and Protection Division  
P.O. Box 20207  
Nashville, TN 37202

On this the 17 day of September, 2008.

  
\_\_\_\_\_  
Charles W. Cook, III

**DIRECT TESTIMONY OF  
ANGELA C. McCALL  
SEPTEMBER 19, 2008**

**Q. Please state your name, business address, employer and position.**

A. My name is Angela C. McCall. My business address is 300 Bland Street, Bluefield, WV 24701. I am employed by Citizens Telecom Services Company LLC and support Citizens Telecommunications Company of Tennessee, LLC d/b/a Frontier Communications of Tennessee ("Frontier"). I am employed in the Government and External Affairs department as a State Regulatory Manager.

**Q. Please describe your work experience.**

A. I have been employed by Frontier regulatory affairs area for the last fifteen years. In my current position I am responsible for addressing issues affecting Frontier that arise before the Tennessee Regulatory Authority ("Authority"). I have had Tennessee regulatory responsibilities for most of the last ten years. I am similarly responsible for regulatory matters affecting Frontier in Alabama, Florida, and West Virginia.

**Q. What is the current posture of this docket?**

A. On January 16, 2008 Frontier filed with the Authority, Tariff No. 2008-0021. The tariff sought to charge customers for local directory assistance calls to business and residential customers. Residential customers were to be allowed two free calls per invoice period to the local directory assistance operator. The Consumer Advocate and Protection Division of the Office of Attorney General ("Consumer Advocate") filed a complaint relating to the local directory assistance allowances and petitioned to intervene in the docket on February 5, 2008. The Authority voting panel assigned to the docket at the February 25, 2008, Directors' Conference, suspended the tariff. The Authority's March 19, 2008, Order documenting the conference explained the "panel found that because there is no existing call allowance in Frontier's tariff, meaning that all DA calls are currently free, that suspension of the tariff's provision regarding the call allowance is in the public interest. A majority of the panel further found that because the rate may impact what constitutes an appropriate number of call allowances, a suspension of the tariff provision regarding the proposed rate was also in the public interest. The panel voted to suspend the portion of the tariff regarding the call allowance, and a majority of the panel further voted to suspend the portion of the tariff regarding the proposed rate, pursuant to Tenn. Code Ann. § 65-5-101(c)(3)(iii)(B) for sixty days; to convene a contested case proceeding to evaluate Frontier's proposed DA rate and call allowances; and to appoint the General Counsel or his designee as Hearing Officer to prepare the matter for hearing before the panel.

**Q. Please describe the purpose of your testimony.**

47 **Q. Please describe the purpose of your testimony.**

48  
49 A. The Hearing Officer's Initial Report indicated that the parties and the Hearing Officer all  
50 believe the number of local directory assistance call allowances is an issue of policy to be  
51 decided by the Authority in its discretion. The purpose of my testimony is to aid the  
52 Authority with its research and review of Frontier's local directory assistance tariff. My  
53 testimony will touch upon the filings Frontier has already made in this docket; however, I  
54 would like to also offer important additional evidence concerning the current competitive  
55 nature of local directory assistance services and the anticompetitive and discriminatory  
56 effects of the Authority having failed to approve Frontier's tariff.  
57

58 **Q. Are you familiar with Frontier's filings in this docket?**

59  
60 A. Yes.  
61

62 **Q. What is the basic history of local directory assistance in Tennessee over the last**  
63 **decade?**  
64

65 A. As a general matter, the Authority has not promulgated local directory assistance calling  
66 allowance rules applicable to all telecommunication service providers in Tennessee. The  
67 Authority has permitted competitive local telecommunication service providers to charge  
68 their customers for each and every local directory assistance call with no monthly  
69 allowances.  
70

71 Included at Exhibit 1 of my direct testimony is a simple matrix that lists the various  
72 dockets in which the Authority has addressed the local directory assistance calling  
73 allowances of price-regulated incumbents. The Authority originally set Embarq's and  
74 AT&T's local directory assistance call allowances at six per month with unlimited public  
75 interest exemptions for the physically and visually disabled as well as customers age 65  
76 and older (Docket Nos. 96-01423 & 99-00391). In a series of two steps, AT&T reduced  
77 its calling allowances from six to three (Docket No. 0400416) and then three to one  
78 (Docket o. 06-00232). The AT&T tariff was approved by the Authority before Embarq's  
79 current tariff, which provides for three local directory assistance allowances, could be  
80 approved by the Authority (Docket No. 0600288). The Consumer Advocate did not  
81 oppose Embarq's current tariff when it was filed. Recently, Frontier filed a tariff to  
82 establish a rate for local directory assistance (Docket No. 08-00021).  
83

84 **Q. Are there any general requirements that telecommunications service providers in**  
85 **Tennessee offer local directory assistance service and/or a certain number of local**  
86 **directory assistance call allowances?**  
87

88 A. No. When the 1995 General Assembly first enacted Tennessee' policy of local  
89 telecommunications competition by passing Public Chapter No. 408, the General  
90 Assembly provided at Tenn.Code Ann §65-4-124(b) that all telecommunications service  
91 providers who offer basic local exchange telephone service in the state must provide each  
92 customer with a white page directory listing, 911 emergency services, free blocking for

900/976 type services and access to telecommunication relay services. There was never any mention of a local directory assistance call allowance. The Authority has relied upon Tenn.Code Ann. §65-4-117(3) to require incumbents to offer call assistance allowances for calls to the directory assistance operator. The Authority has used its discretion under the statute to "fix just and reasonable standards, classifications, regulations, practices or services to be furnished, imposed, observed and followed thereafter by any public utility."

**Q. You mentioned AT&T's tariff in Authority Docket No. 06-00232. What was the issue in that docket and what was the Authority's decision?**

A. In docket No. 06-00232, the Authority approved AT&T's tariff to reduce its local directory assistance calling allowances from three to one per month without a contested case. Even more important to note, the Consumer Advocate made no appearance in the AT&T docket.

**Q. Does the Authority's order in AT&T's Docket No. 06-00232 provide an explanation for the Authority decision?**

A. Yes. The Authority's discussion of local directory assistance calling allowances in AT&T's Docket No. 06-00232 is extremely broad and is just as applicable to Frontier as it is AT&T. Pages 5-6 of the AT&T docket's *Order Granting BellSouth Tariff No. 2006-0043*, can be summarized as follows:

In 1997 many telephone numbers were not published in the printed directory. Some numbers had been excluded in the printed directory at a subscriber's request (i.e., a non-published listing), and some were inaccurate or did not appear because new numbers were obtained after the directory was printed (e.g., a new customer or customer move). Accordingly, it was necessary that customers call DA in order to obtain telephone numbers for those subscribers whose numbers did not appear in the printed directory but were still available via directory assistance.

Even though some numbers still are not available in the printed directory today, the dynamics of the communications environment enables many allows consumers a multitude of options to obtain subscriber's telephone numbers, i.e. internet search engines. With the ever-increasing popularity of cellular telephones and electronic mail addresses (e-mail), the options by which consumers may obtain telephone numbers only continues to grow and reduce dependency on DA for the procurement of telephone numbers that are not in the printed directory.

The Authority went on to state:

"Further, the majority of BellSouth's competitors have no restrictions on the DA services they offer, including the number of call allowances. In fact, most competing local exchange companies ("CLECs") do not have call allowances and charge for every DA request. BellSouth's consumers are permitted one free DA call per month. Given the

variety of existing methods from which to acquire telephone numbers in today's environment, the Authority finds the tariff reasonable and not adverse to the public interest. BellSouth will continue to provide its DA service at no charge to physically and visually disabled customers, and to customers sixty-five years or older who request an exemption."

**Q. Does Frontier's tariff filing in this docket in any way affect the public interest exemptions for the physically and visually impaired or customer's age 65 or older?**

A. Frontier's tariff allows unlimited calls to the DA operator for residential customers who are physically impaired in any manner. However, Frontier's tariff does not allow exemptions based on age because it would be discriminatory. I do not believe that a non-impaired 65-year old customer should receive free services solely because of his or her age. For example, a wealthy 65-year old customer taking service in a vacation home does not need free service compared to a younger customer struggling to support a family.

Frontier is an ILEC in 23 states including Tennessee. For 19 of the 23 states, tariffs have been approved exempting customers from calls to the Directory Assistance Operator who are physically or mentally impaired. No other state has required Frontier to provide free directory assistance calls based on age.

**Q. Do Frontier's major competitors provide local directory assistance calling allowances to its customers?**

A. Yes. Ben Lomand Communications, Inc. ("Ben Lomand"), Charter Fiberlink-Tennessee, LLC ("Charter") and Comcast Digital Voice Service ("Comcast").

**Q. What specifically do the Ben Lomand, Charter, and Comcast tariffs on file with the Authority say?**

A. The Ben Lomand tariff provides an allowance of 5 free calls per month and exempts customers who are handicapped or blind. See Exhibit 2.

Charter does not offer any free calls and exempts customers who are physically impaired. See Exhibit 3.

Comcast does not offer any free calls and exempts customers who are physically impaired. See Exhibit 4.

**Q. So are you saying that the current situation is anti-competitive?**

A. On its face, yes, the situation is anti-competitive. The Authority is requiring Frontier to render services at no charge while not requiring its regulated competitors to do the same. The 1995 General Assembly, again as part of Public Chapter No. 408, established price regulation as a way to prepare traditionally rate-of-return regulated incumbents for - and

185 transition the industry to - a competitive telecommunications environment. The anti-  
186 competitive situation as it currently exists is one based upon history and circumstances.  
187 However, should the Authority fail to approve Frontier's tariff as filed in this docket, then  
188 the anti-competitive situation would not only become aggravated, but would be  
189 sanctioned by the direct action of the Authority. Such a failure would also be highly  
190 discriminatory against Frontier in relation to the treatment the Authority has already  
191 afforded AT&T and Embarq. These facts alone are cause enough for the Authority to find  
192 Frontier's tariff is just and reasonable.  
193  
194

195 **Q. The Authority's discussion in AT&T's Docket No. 06-00232 that you quoted above**  
196 **further states that "the evolving dynamics of the communications environment**  
197 **enables many, if not most, consumers to obtain subscribers' telephone numbers, not**  
198 **available in the printed directory, by alternative modes." Is this finding also**  
199 **applicable to Frontier just the same as it is AT&T?**  
200

201 A. Yes. My recent research shows that Frontier's local customers have numerous  
202 alternatives for finding telephone numbers. This is aside from the fact that Frontier's  
203 customers may be able to choose a different local provider if he or she should find  
204 Frontier's provision of directory assistance services to be inadequate.  
205

206 **Q. Does Frontier operate in other states where there are few to no free calls to the**  
207 **Directory Assistance Operator?**  
208

209 A. Yes. Exhibit 5 depicts the percentage of calls allowed to the Directory Assistance  
210 Operator for the 23 states where Frontier is an ILEC. This chart shows that only  
211 Tennessee out of Frontier's 23 states requires Frontier to provide unlimited free Directory  
212 Assistance calls.  
213

214 **Q. What are some of the alternative sources of local directory assistance services**  
215 **available to Frontier's local customers?**  
216

217 A. Frontier provides its customers with a new paper directory approximately once a year. I  
218 believe at least one alternative provider of paper directories, Yellowbook, is present in  
219 the Tri-Cities. In addition, I mentioned previously that Frontier's wire line customers who  
220 subscriber to a wireless carrier could use their wireless phones for directory assistance.  
221 But the most astounding part of my research is that there are a multitude of Internet sites  
222 and 1-800 providers that do not just offer directory assistance services but offer the  
223 service absolutely free!  
224

- 225 • Frontier itself provides free residential and business directory assistance via the  
226 Internet at <http://www.frontierpages.com/>  
227
- 228 • Numberway allows customers to find phone numbers all around the world using  
229 the Internet at <http://www.numberway.com/>  
230

- AT&T provides free directory assistance on the Internet for business and residential listings at <http://www.anywho.com/> and also at <http://www.corp.att.com/directory/>.
- Whether using the internet at <http://www.free411.com/> or calling 1-800-FREE411 (i.e. 1-800-373-3411), Jingle Network provides free directory assistance for residential or business telephone numbers.
- AT&T provides free directory assistance for residential and business telephone numbers at 1-800-Yellowpages (i.e. 1-800-935-5697). For details see <http://www.att.com/Common/1800yellowpages/>.
- AT&T also provides free directory assistance using the Internet at <http://www.yellowpages.com>.
- Free directory assistance for residential and business telephone numbers using the Internet is also available at <http://www.whitepages.com> and <http://www.dexknows.com>.
- Google provides free directory assistance for business telephone numbers at 1-800-Goog411 (i.e. 1-800-466-411). See <http://www.google.com/goog411> for details.
- Microsoft's Live Search 411 service provides free directory assistance for business telephone numbers at 1-800-CALL-411 (i.e. 1-800-225-5411). See <http://www.livesearch411.com> for details.

**Q. Are there other sources of directory assistance available other than those already mentioned?**

A. Yes. The web portals <http://www.msn.com>, <http://www.aol.com> and <http://www.yahoo.com> offer easy links to white and yellow page listings on their home pages, which makes for convenient access for users. Search engines such as Google and Yahoo can be used to find businesses by category and location. A company such as InfoUSA offers mass listings of white and yellow page telephone numbers by way of downloads and CD-ROMs. See <http://www.infousa.com/>. Alternative directory assistance providers like DA America offer business customers a service whereby the directory assistance calls of employees are redirected to DA America in the company's PBX with accompanying savings of 50% or more. See <http://www.daamerica.com>

276 **Q. What evidence do you have that Frontier's customers are using these alternatives**  
277 **and relying less on Frontier local directory assistance service?**  
278

279 A. Frontier has experienced a decline in number of calls to the Directory Assistance  
280 Operator as a result of the many options available to customers. Exhibit 6 shows the  
281 decline from 2007 to 2008 and the anticipated continued decline for 2009.  
282

283 **Q. You mentioned earlier the telecommunications policy the 1995 General Assembly**  
284 **established in Public Chapter No. 408. What policy was established?**  
285

286 A. Among many other things, Public Chapter No. 408 established a "Declaration of  
287 Telecommunications Services Policy" which is codified at Tenn. Code Ann. §65-4-123.  
288 The section, which has remained unchanged, states in full:  
289

290 The general assembly declares that the policy of this state is to foster the development  
291 of an efficient, technologically advanced, statewide system of telecommunications  
292 services by permitting competition in all telecommunications services markets, and  
293 by permitting alternative forms of regulation for telecommunications services and  
294 telecommunications services providers. To that end, the regulation of  
295 telecommunications services and telecommunications services providers shall protect  
296 the interests of consumers without unreasonable prejudice or disadvantage to any  
297 telecommunications services provider; universal service shall be maintained; and  
298 rates charged to residential customers for residential telecommunications services  
299 shall remain affordable.  
300

301 **Q. Could you please summarize your testimony?**  
302

303 A. Yes. My testimony demonstrates how the reasoning the Authority applied in approving  
304 AT&T's local directory assistance tariff is appropriate and fully applicable to Frontier.  
305 Local directory assistance service alternatives are numerous, easily accessible and are in  
306 some instances completely free of charge. Moreover, the burden of providing local  
307 directory assistance allowances is not borne equally between Frontier and its direct  
308 competitors. The Authority should not needlessly and purposely perpetuate this  
309 anticompetitive inequality at this late date in the industry's transition to a competitive  
310 environment. Approval of Frontier's tariff is most consistent with the State of  
311 Tennessee's overall telecommunications policy and the Authority's mission statement  
312 which is: "to promote the public interest by balancing the interests of utility consumers  
313 and providers while facilitating the transition to a more competitive environment." The  
314 Authority should approve Frontier's local directory assistance tariff as filed.  
315

316 **Q. Does this complete your testimony?**  
317

318 A. Yes.

**EXHIBIT 1**

Authority Dockets Concerning Price Regulated Incumbent  
Local Directory Assistance Call Allowances

Docket No.	Price Regulated Incumbent	Date of Final Order	Results.
96-01423	United Telephone- South east, Inc	September 4, 1997	Established rate for local directory assistance but with 6 calling allowances and exemptions for the disabled and customers 65 years of age or older.
99-00391	Bellsouth Telecommunications, Inc.	July 29,1999	Same as 96-01423
04-00416	Bellsouth Telecommunications, Inc,	September 2, 2005	BellSouth local directory assistance call allowances. reduced from 6 to 3.
06-00232	Bellsouth Telecommunications, Inc.	April 17,2007	BellSouth local directory assistance call allowances reduced from 3 to 1.
06-00288	United Telephone- Southeast, Inc.	November 21, 2007	United local directory assistance call allowances reduced from 6 to 3.
07-00269	United Telephone - Southeast, Inc.	Current Case/Pending	United files to reduce local directory assistance call allowances from 3 to 1.
08-00021	Citizens Telecommunications Company of Tennessee LLC	Pending	Citizens files to introduce local directory assistance rate with 2 residential allowances and exemptions for the disabled
08-00076	Bellsouth Telecommunications, Inc.	Withdrawn	BellSouth filed to reduce local directory assistance call allowances from 1 to 0.

## EXHIBIT 2

Ben Lomand Communications, Inc.  
dba **BLC**  
Local Exchange Services  
T.R.A. No. 1

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Original Page 56

3. Service Descriptions (Cont'd)

3.3 Directory Assistance

3.3.1 Rates

Per Local Directory Assistance Call exceeding exemptions     \$0.35

3.3.2 Exemptions:

- a.     Residence Service – 5 calls per billing cycle per billing account
- b.     Business Service – 25 calls per billing cycle per billing account
- c.     Handicap – Unlimited Calls
- d.     Person legally blind and/or otherwise unable to use a directory.

NOTE: Exemption will be effective with written documentation of blindness and/or physical disability.

Issued: June 20, 2002

Effective: June 24, 2002

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Ben Lomand Communications, Inc.  
P.O. Box 638  
McMinnville, TN 37111  
Judy Kelsey, Operations Manager

## EXHIBIT 3

**Charter Fiberlink-Tennessee, LLC**  
**Local and Intrastate Interexchange Services Tariff**

**TRA Tariff No. 1**  
1<sup>st</sup> Revised Page 29  
Cancels Original Page 29

### **3.2.13 911 Emergency Services**

The Telephone Company will supply the 911/E-911 service provider in the Telephone Company's service area with accurate information necessary to update the 911/E-911 database at the time Telephone Company accepts Customer orders.

At the time that Telephone Company provides basic local service to a Customer, Telephone Company will make the necessary equipment or facility additions in order to accurately and properly update the database for 911/E-911.

The Telephone Company will bill the customer a monthly 911 surcharge, per voice grade equivalent line in order to fund the E-911 system. Funds collected will be remitted to the required agency.

### **3.2.14 Directory Assistance**

The Telephone Company shall list its customers with the directory assistance operators to provide the requested telephone numbers of all customers, except telephone numbers unlisted at the customer's request.

In the event of an error in the listed numbers of any customer, the Telephone Company shall intercept all calls to the listed number for a reasonable period of time provided existing telephone equipment will permit and the number is not in service. In such event of an error or omission in the name listing of a customer such customer's correct name and telephone number shall be filed with directory assistance operators. The correct number furnished the calling party either upon request or interception.

Whenever any customer's telephone number is changed after a directory is published, the utility shall intercept all calls to the former number for a reasonable period of time and give the calling party the new number provided existing telephone equipment will permit and the customer so desires.

Directory Assistance Direct-Dialed calls for the physically impaired customers are provided at no charge. Customers who are physician certified physically impaired and unable to use the telephone directory must obtain an exemption from the Telephone Company by completing an exemption form supplied by the Telephone Company. (C)

### **3.2.15 711 Access for Telecommunications Relay Service**

Telecommunications Relay Service (TRS) enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate with the hearing population not using TT. It also allows the hearing population not using a TT to communicate with deaf, hard-of-hearing or speech-impaired persons who do use a TT. A Customer will be able to access the state provider to complete such calls by either dialing the applicable telephone number directly or by dialing the number 711.

Issue Date: January 4, 2007

Effective Date: January 5, 2007

Issued By: Carrie L. Cox, Vice President Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink-Tennessee, LLC

**Charter Fiberlink-Tennessee, LLC  
Local and Intrastate Interexchange Services Tariff**

**TRA Tariff No. 1**  
8<sup>th</sup> Revised Page 33  
Cancels 7<sup>th</sup> Revised Page 33

**4.3 Other Services and Charges**

<b>Name</b>	<b>Description</b>	<b>Charge</b>	
Suspension Service	Allows a telephone account to remain active while suspending service for 3 - 6 consecutive months (Only one time per calendar year)	\$ 15.00 per number per month	
Non-Listed Number	Number listed with Directory Assistance but not in the telephone directory	\$ 2.00 per number, per month	
Non-Published Number	Number not listed with Directory Assistance or in the telephone Directory	\$ 2.50 per listing per month	
Operator Services	Operator dialed calls to a specific called number, collect, person or station	\$ 1.10 per use	
Directory Assistance	Directory 411 Operator Assisted Calls Directory Assistance for certified Physically Impaired	\$ 1.79 per use No Charge	
Block Collect Calls	Prevent the acceptance of collect Calls	N/C	
Block Third Party Calling	Prevent third party calling	N/C	
Block International Calling	Prevents international calling	N/C	
Busy Line Interrupt	Operator Assisted Interruption of a busy line	\$ 20.00 per use	
Busy Line Verify	Operator assisted verification of a busy line	\$ 20.00 per use	
Extended Referral Message	Extends the length of disconnect intercept message from 30 to 60 days	\$ 2.00	
Directory Listing Change	Change to Directory Listing	\$ 5.00	
Add/Change Feature	Add or remove a feature	\$ 5.00 (one change per order)	
Telephone Number Change	Change telephone number	\$ 20.00 per change	
Returned Check/Non Sufficient Fund Charge	Fee assessed for forms of payment returned or declined	\$ 25.00	
Preferred Carrier Freeze	Local and Long Distance carrier freeze	N/C	
Toll Restriction	Block long distance calling originating from a specified telephone line	N/C	(M) (M)

Issue Date: April 8, 2008

Effective Date: May 8, 2008

Issued By: Betty Sanders, Director Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink-Tennessee, LLC

**Charter Fiberlink-Tennessee, LLC  
Local and Intrastate Interexchange Services Tariff**

**TRA Tariff No. 1**  
2<sup>nd</sup> Revised Page 37  
Cancels 1<sup>st</sup> Revised Page 37

The provision of Busy Line interrupt involved a Telephone Company-provided operator interrupting a conversation in progress to ascertain willingness to establish conversation with an alternate party.

**Regulation**

This Service is provided where facilities exist for line status and busy interrupt through a Telephone Company-provided operator.

No request will be processed on a collect or reversal-of-charge or person-to-person basis. However, in the case of an Emergency Busy Line Interrupt, the caller may bill collect, if necessary.

The rates set forth for Line Status Verification and Busy Line Interrupt are in addition to the rates associated with Local Exchange Services, if the calling party requests the operator to place the call.

The charge for Busy Line Interrupt applies whenever the operator interrupts the conversation even though one or the other parties interrupted refuses to terminate the conversation in progress.

If the line verified is not in use or as the result of interrupt the line is cleared, and at the calling party's request the operator completes the call, the current applicable Operator Assistance Service charges apply as described in section 4.3 in addition to the line status Verification or Busy Line Interrupt Charge.

**Exemptions**

Charges for Line Status Verification and Busy Line Interrupt are not applicable to calls placed from authorized emergency agencies. Police, Fire, Ambulance and 911/911-Like agencies are those agencies that qualify for this exemption.

**4.9 Directory Assistance**

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Current charges associated with obtaining Directory Assistance information are located in Section 4.3 of this Tariff.

Exemptions are described in Section 3.2.14 of this tariff.

(M)  
—  
(M)

Issue Date: July 2, 2007

Effective Date: July 10, 2007

Issued By: Betty Sanders, Director - Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink-Tennessee, LLC

**Charter Fiberlink-Tennessee, LLC**  
**Local and Intrastate Interexchange Services Tariff**

**TRA Tariff No. 1**  
5<sup>th</sup> Revised Page 55  
Cancels 4<sup>th</sup> Revised Page 55

**7.7.3. Other Services and Charges**

<u>Name</u>	<u>Description</u>	<u>Monthly Recurring Charge</u>	
Additional Listing	Additional directory listing in white and yellow pages for additional telephone numbers on the same account. Limit one listing per telephone number.	\$ 5.00, per line, per month	
Busy Line Interrupt	Operator assisted interruption of a busy telephone line	\$20.00, per use	
Busy Line Verify	Operator assisted verification of a busy telephone line	\$20.00, per use	
Directory Assistance	Charges to obtain telephone numbers from operator	\$ 1.79, per use	(I)
	Physically Impaired Customers	No Charge	(D) (D)
Non-Listed Number	Telephone number not listed in Directory but, available via 411 information	\$ 4.00, per number, per month	
Non-Published Number	Telephone number not listed in directory or available for 411 Information	\$ 5.00, per number, per month	
Operator Services	Operator Assisted Calls in dialing a local number, 3 <sup>rd</sup> number, collect call	\$ 1.10 per use	
Seasonal Suspension	Allows a telephone account to Remain active while suspending Service for 3, 4, 5, or 6 consecutive months. Only 1 allowed per calendar year.	\$ 10.00 per line per month	

Issue Date: February 22, 2008

Effective Date: March 23, 2008

Issued By: Betty Sanders, Director Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink-Tennessee, LLC

**COMCAST DIGITAL VOICE SERVICE**  
**Residential Pricing List (Effective: March 19, 2008)**  
**KNOXVILLE, TENNESSEE**  
**VERSION 1.1**

<b>MONTHLY SERVICE (Cont'd)</b>	<b>MONTHLY CHARGE</b>	<b>TRANSACTIONAL CHARGES</b>	<b>CHARGE</b>
<b>Optional Services – per month</b>		<b>Directory Assistance Services</b>	
• Call Trace	No Charge	• Domestic Directory Assistance <sup>[2,3]</sup>	\$0.99/call
• Domestic Toll Restriction	No Charge	– Standard Directory Assistance	\$0.99/call
• International Toll Restriction	No Charge	– Enhanced Directory Assistance	\$0.99/call
• Prohibit Bill to Third Party	No Charge	– Directory Assistance with Call Completion <sup>[4]</sup>	\$4.99/call
• Prohibit Collect Calls	No Charge	• International Directory Assistance <sup>[5]</sup>	Note <sup>[6]</sup>
• Speed Dial 30	No Charge	• International Call Completion	
<b>Directory Services – per month</b>		<b>Domestic Operator Services</b>	
• Standard Directory Listing	No Charge	• Operator Surcharge <sup>[3,7]</sup>	\$2.49/call
• Non-published Directory Service, per line	\$ 4.50/mo.	• Busy Line Verify	\$2.99/call
• Computer/Fax Line Exclusion	No Charge	• Busy Line Interrupt (includes busy line verify)	\$5.99/call
• Non-listed Directory Service, per line	\$ 2.20/mo.		
• Additional Listing	Note <sup>[6]</sup>	<b>International Operator Services</b>	
		• Operator Surcharge <sup>[7]</sup>	\$4.99/call
<b>Modem Lease Fee <sup>[1]</sup></b>			
	\$ 3.00/mo.		
	\$ 5.00/mo.		

[1] Customers subscribing to Comcast Digital Voice service (only) are subject to the modem lease fee shown. Where Comcast Digital Voice service is provided in combination with Comcast High Speed Internet Service, only one modem fee applies.

[2] Limit 3 number requests per call.

[3] Registered users with qualifying disabilities may be eligible for waived or discounted charges for calls originating from their home that utilize Domestic Directory Assistance, Domestic Call Completion, or Operator Services for Domestic Station-to-Station Sent-Paid calls.

[4] See "USAGE" section following for usage rates applicable to non-local DA Call Completion for Local with More subscribers.

[5] Limit 1 number request per call.

[6] Service is not currently available.

[7] See "USAGE" section following for applicable usage rates.

Service is for residential customers located in Comcast serviceable areas only and is subject to availability. Multi-product discounts for Unlimited Package require continuous subscription to all specified Comcast products. Pricing shown does not include federal, state or local regulatory fees, taxes or surcharges. Service is subject to the Comcast Digital Voice Residential Subscriber Agreement and other applicable terms and conditions. Prices shown are effective on the date specified and are subject to change. Other restrictions apply. For additional information, contact us at 1-888-COMCAST.