

**Conversent Communications of New York, LLC**  
**d/b/a EarthLink Business**  
PSC No. 1 - Telephone  
Effective Date: September 8, 2012

Leaf 185  
Revision: 0  
Superseding Revision:

---

COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

---

SECTION 9 - TOLL AND OPERATOR SERVICES (CONT'D.)

9.2 Operator Assistance Service

9.2.1 General

A customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner:

- A. Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.
- B. Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.
- C. Calling Cards: Provides the Customer with the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.
- D. Person to Person: Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.
- E. Station to Station: Calls complete with the assistance of an operator to a particular Station. The call may be billed to the called party.
- F. General Assistance: The Customer has the option to request general information from the operator, such as dialing instruction, country or city codes, area code information and Customer Service 800 telephone numbers, but does not request the operator to complete the call.

---

Issued By: Vice President, Tax, Atlanta, Georgia 30309