

Busy Line Verification and Interruption

Issued November 15, 2004

Effective January 1, 2005

A. Description

Busy Line Verification

Operator Assistance is available to callers who want to determine if the telephone number that they are calling is busy (e.g., conversation in progress at the called number).

Operator Assistance will attempt to verify the condition of the called telephone number (e.g., busy talking, busy not talking, i.e., off-hook condition) and report such condition to the caller. The caller may then request no further action to be taken by the Operator and terminate the call or if the Operator has verified and reported to the caller that there is a conversation in progress, the caller may, at that time, request a Busy Line Emergency Interruption.

Busy Line Emergency Interruption

To request a Busy Line Emergency Interruption, the caller must have first requested a Busy Line Verification and have received verification by the Operator that there is a conversation in progress at the specified telephone number. Then, on the same continuous call to Operator Assistance, the caller must request the emergency interruption.

To provide a Busy Line Emergency Interruption, the Operator will attempt to interrupt the conversation in progress at the specified telephone number in order to inform the parties of the conversation that another party is attempting to place a call to that telephone number.

If the parties of the interrupted conversation agree to terminate their call, the caller who requested the interruption may elect to originate a separate call to the called parties telephone number or the caller may request the Operator to complete an Operator Assisted call to that telephone number. Applicable Operator Assisted charges apply if the Operator completes the call. If the caller originates a separate call, applicable charges for that classification of call apply.

The terms and conditions set forth in this document represent an abbreviated summary of the terms and conditions more fully described in the applicable Services Agreement. This document is offered for the convenience of the customer and does not represent a waiver of the conditions set forth in the more comprehensive Services Agreement.

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B. Terms and Conditions

“You” and “Your” mean current or potential customers.

“Company” means Insight Midwest Holdings, LLC and any subsidiaries or affiliates providing service under this Service Guide.

1. To participate in this service, you must:

- Access Operator Assistance by dialing the appropriate Operator code (e.g., 0, 00) or by dialing a Company-designated access number. You may need to respond to appropriate prompts, depending on the Operator access code or Company-designated access number initially dialed.

2. The Company will bill for this service based on the following:

- A Busy Line Verification Service Charge is applied to each attempt made by the Operator, at the request of the caller, to verify the condition of a called telephone number. The Busy Line Verification Service Charge does not apply to attempts which are unsuccessful due to network equipment failure.
- A Busy Line Emergency Interruption Service Charge applies for each attempt made by the Operator, at the request of the caller, to interrupt a conversation in progress regardless of whether or not the called party releases the call.
- A Busy Line Verification must first be made and the Busy Line Verification Service Charge incurred, prior to a Busy Line Emergency Interruption.
- The Busy Line Verification Charge and Busy Line Emergency Interruption charge may be:
 - Billed to the telephone account from which the call is made.
 - Billed to a third number telephone account.
- Billing Availability:
 - The Company will provide this service in locations where billing and technical resources are available.

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C. Rates and Charges

1. Service Charge applies per call.
2. Local, State and/or Federal taxes may apply. The Company reserves the right to pass on taxes or fees imposed on the Company by any taxing authority.

a. Service Charge

PER ATTEMPT

- | | |
|------------------------------|--------|
| - Busy Line Verification | \$9.90 |
| - Busy Line Interruption [1] | 9.90 |

Note 1: Charge shown applies in addition to charge for Busy Verification.

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